

Executive Director – Central Services

Teams: Executive Leadership Team, Central Services Team, Multisite Leadership Team

Reports To: Senior Pastor

Direct Reports: Director – Finance, Director – Facilities/IT, Director – Marketing and Communications, Manager – Human Resources, Coordinator – Guest Services

Status: Full-time (40 hours per week); Exempt

Position Summary:

The Executive Director (XD) of Central Services leads and develops the Alliance Church's Central Services team, offering strategic oversight, leadership, and management across Finance, HR, IT, Marketing & Communications, Guest Services and Facilities. While Directors manage daily operations, the XD ensures their accountability, transparency, and organization-wide collaboration. As the vital bridge between XPs of Ministries/Locations and mission-executing staff, the XD advances strategic growth, vision, training, and professional development. Via regular Director meetings, the XD equips and directs them for effective leadership, while delivering key insights to the Senior Pastor for church guidance.

Position Responsibilities:

Churchwide initiative/project oversight

- Ensure effective project management for church-wide, cross-functional initiatives, campaigns, improvement projects, and major weekend series originating from the Senior Pastor's office.

Develop leaders and team culture

- Foster a healthy culture enabling staff to thrive in life and leadership.
- Collaborate with Senior Pastor and HR on staffing decisions.

Remove barriers

- Evaluate ministry strategy effectiveness using clear, measurable metrics; proactively identify and solve team challenges.
- Address key projects and remove obstacles that hinder effective ministry leadership and execution.
- Provide interim ministry oversight and coordination during staffing gaps to ensure continuity and stability.
- Ensure all key ministry initiatives are aligned with the overall church vision and strategic priorities.
- Drive organizational discipline across systems, meetings, communication rhythms, audits, strategic planning, and scheduling.
- Optimize systems and workflows for maximum efficiency; strategically deploy Central Services resources to best support ministry impact.

Facilitate central services innovation

- Champion vision, provide directional leadership for Central Services to meet goals.
- Oversee finance, insurance, legal, and tax operations with integrity and efficiency.
- Develop and manage financial systems including annual budget development and reporting, cash flow planning.
- Provide financial reports to the Governing Board Elders and Finance Committee.
- Coordinate strategic plan/VTO; maintain dashboards with actionable metrics.
- Lead culture improvement projects, culture team, and staff huddles.



Executive Director – Central Services | Talent Profile

Impact/outcomes you produce:

- Attracting, developing, empowering, retaining high-capacity visionary leaders
- Maintaining alignment to the broader vision of the church
- Enhancing the effectiveness of the Alliance locations
- Effectively contributing to the outcomes and goals of the VTO
- Improving and building exceptional staff integrity, culture, and team unity
- Facilitating a healthy and vibrant relationship between ministry staff and the Senior Pastor

Core competencies you need:

- Understanding of the Alliance vision and VT/O
- Financial management
- Strong organizational, administrative, assimilation and team building skills
- Strong verbal and written communication skills
- Gifted leader, manager, and team player
- Five years work experience in a large context church ministry or matrix organization

What you need to be successful:

- Staff teams that have a rich culture
- An understanding of operational systems that help ensure alignment across the organization Staff and congregation “fires” are put out promptly and compassionately
- No/little communication challenges with your team
- Goal development is positive and acted on
- Team feels connected to Senior Pastor relationally without depending on him for daily ops

How do you know if you're not being successful:

- Team is struggling to align with vision
- Staff is not getting healthier or growing in their love for the church and Christ
- Positions go unfilled for extended time
- Average tenure of staff goes down
- Lack of alignment and clarity around vision
- There is a perceived relational barrier to the Senior Pastor by staff
- There is a failure to convey honest critical feedback on staff issues to Senior Pastor
- The Senior Pastor is consistently being pulled into day-to-day decisions or operations

ORGANIZATION OVERVIEW

Founded in 1932, Alliance Church is a Fox Cities-based church and member of the Christian and Missionary Alliance denomination. They have physical locations in Appleton, Hortonville, and Neenah as well an online streaming experience for Appleton’s Sunday services. Alliance Church exists to connect the world with God and one another. Committed to loving the local community, Alliance Church started a free-and-charitable health clinic and is grateful to partner with the many effective non-profits and churches that serve the Fox Cities. The church is made up of many different people from all generations and backgrounds, but united around God’s love for the entire world. For more information, visit alliancechurch.org.