

BIRMINGHAM ISLAMIC SOCIETY

JOB DESCRIPTION

OPERATIONS MANAGER

(Operations, Facilities & Cemetery Administration)

Job Title: Operations Manager

Locations: Hoover (Primary), Homewood, Fairfield, & BIS Cemetery

Reports To: TBD

Direct Reports: Custodian, Office Secretary, Volunteers, Cemetery Staff

Employment Status: Full-Time | Exempt (Salaried)

1. Job Summary

The Operations Manager serves a central role at the Birmingham Islamic Society. This role combines high-level facility management with essential front-office administration. The Operations Manager is responsible for the safety, security, and operational readiness of all BIS properties (Hoover, Homewood, Fairfield) and the full administrative lifecycle of the BIS Cemetery. You serve as the primary face of the office, managing member data, vendor relationships, and daily logistics.

2. Key Responsibilities

A. Leadership & Staff Supervision

- **Office Secretary Supervision:** Direct the daily tasks of the Office Secretary, ensuring administrative supplies are ordered, phones are answered, and cemetery records are maintained accurately. Review and approve timesheets for the Office Secretary.
- **Custodians Supervision:** oversee the Custodians' daily cleaning schedule to ensure all facilities (prayer halls, wudu areas, restrooms) meet the Board's standards of cleanliness. Delegate specific maintenance tasks and inspect work quality. Review and approve timesheets for the Office Custodians.
- **Volunteer Management:** Recruit and lead office volunteers to assist with administrative support work and large community events (Eid).

B. Front Office & Administration

- **Access Control:** Monitor the front office door during assigned times; schedule keyless entry codes for staff/volunteers and manage the physical key inventory for all buildings.
- **Visitor Relations:** Greet all visitors and meeting attendees; screen and direct incoming calls to the appropriate committee leadership.

- **Database Management:** Oversee the management of the database of member records, including statistics on memberships, marriages, divorces, and funerals.
 - **Mail & Correspondence:** Process all incoming and outgoing mail daily; file reports and documentation into the appropriate BIS physical/digital files.
- C. Facilities Management (Multi-Site):** create and continuously update a checklist of maintenance activities.
- **Site Oversight:** Oversight of Hoover (HCIC), Homewood and Fairfield grounds. Ensure all facilities are safe, clutter-free, and meet cleaning standards. Conduct routine rounds with a checklist at each facility.
 - Ensure presentation equipment is fully operational, properly connected, and ready for use prior to the start of any lectures, programs, or special events. This includes coordinating any necessary support to prevent disruptions.
 - Monitor and maintain a comfortable indoor environment during all programs and gatherings.
 - **Vendor Management:** Solicit bids, schedule, and supervise outside vendors for inspections, emergency repairs, and routine maintenance (HVAC, plumbing, security).
 - **Security:** Manage the security camera system and sprinkler systems; ensure proper security measures are in place for the workplace.
 - **Property Management:** Work with the WAQF Board to maintain BIS real estate properties and assist with property tax filings.
- D. Cemetery & Funeral Administration**
- **Logistics:** Coordinate the entire funeral process, from the initial death notification call to the final burial. Arrange body pickup, Ghusl (washing), and grave digging.
 - **Paperwork Compliance:** Complete all required legal forms, including the *Interment Rights Purchase Agreement* (White/Yellow copies) and *Oakland Cemetery Authorization*.
 - **On-Site Supervision:** Meet the grave digger to confirm the correct plot; accompany the funeral procession to ensure the grave is prepared correctly; provide the final plot number to the office for records.
 - **Grounds Maintenance:** Ensure the cemetery is free of debris; order gravel, red rocks, and border bricks as needed.
- E. Eid & Major Event Administration**
- **Primary Leadership:** Serve as the lead coordinator for both Eid al-Fitr and Eid al-Adha prayers, managing all logistical aspects of the events.
 - **Venue Logistics:** Secure and manage the venue (whether at the Masjid or an external rental); oversee the layout of prayer mats, sound systems, and partitions to accommodate thousands of attendees.
 - **Traffic & Safety:** Coordinate parking logistics, hire traffic control officers if necessary, and ensure pedestrian safety during the high-volume influx and egress of congregants.
 - **Vendor Coordination:** Manage external vendors for food, refreshments, and children's activities (inflatables/games) to ensure a festive atmosphere.
 - **Volunteer Oversight:** Recruit and supervise volunteer teams for setup, breakdown, cleanup, and ushering duties on the day of Eid.
- F. Perform other reasonable duties as requested by the Facilities and Operations Committee Chair.**

3. Qualifications

- **Experience:** Facility management or office administration.
- **Tech Skills:** Proficiency in database management, security camera systems, and office software.
- **Communication:** Strong verbal and written communication skills for dealing with grieving families and community members.
- **Mobility:** Must possess a valid Driver's License to travel between Hoover, Homewood, Fairfield, and the Cemetery.

4. Compensation & Benefits

- **Salary:** TBD.
- **Vacation:** According to the Employee Handbook.
- **Discounts:** Discounted tuition/fees for BIS events (Weekend School, Youth Trips).
- **Notice Period:** A courtesy 60-day written notice is required for termination of employment by either party.

Hours: The Operations Manager is required to be available at the Hoover Crescent Islamic Center (HCIC) during published hours and during all scheduled community events as needed including hosting guests, funerals, Eid prayer, etc.. During Visits to Homewood and Fairfield, or when otherwise away from the office He/She must ensure that the Office Secretary is on premises at HCIC.

Employee Acknowledgement I have received, read, and understood the Job Description above. I understand that I am responsible for the operations, facilities, and cemetery administration of the Birmingham Islamic Society.

Employee Name: _____

Signature: _____ **Date:** _____