

Job Posting Business Operations Specialist



IMMEDIATE JOB OPENING

Posted: May 28, 2026

Position Title: Business Operations Specialist

Employment Status: Full-Time, Exempt

Please refer to the attached **Job Description** for detailed information regarding responsibilities, qualifications, and requirements.

Application Instructions

Interested applicants should submit all required materials to:

Geneva Benefits Group

Attn: Heather Chambliss

Email: heather.chambliss@genevabenefits.org

Applicant Information

Applicant Name (First and Last): _____

Applicants must confirm completion and agreement with the following by checking each box and returning this page with their application materials:

- Cover Letter Included
- Resume Included
- Agreement with Geneva's Employer Statement (see below)
- Agreement with Geneva's Statement of Faith (attached)

Employer Statement

Geneva Benefits Group not discriminate against any person on the basis of race, color, gender, national origin, age, disability, or veteran status, whether in hiring, promotion, pay, or benefit decisions. Nevertheless, as a Christian ministry, Geneva reserves the right to hire only those individuals who make a credible profession of faith in Jesus Christ and who demonstrate qualifications for the position being filled. While as a church entity, Geneva is not subject to the Americans with Disabilities Act, Geneva does not discriminate against any qualified individuals with a disability. Geneva will make reasonable accommodations to allow a disabled employee to perform the essential functions of his or her job whenever possible. It is the responsibility of the disabled employee to request an accommodation of his or her physical or mental disability by contacting his or her supervisor.

About Geneva Benefits Group

Geneva serves those who serve others, providing practical support for the financial, physical, and emotional wellbeing of ministry leaders and workers.

Geneva was founded by the Presbyterian Church in America (PCA) and continues to serve the PCA and other reformed denominations.

Our Mission

Geneva Benefits Group supports the wellbeing of ministry leaders, workers, and their families, so they can live generously in every season of ministry.

Our Vision

We believe the gospel advances and the church thrives as men and women who serve PCA ministries grow spiritually, emotionally, and financially healthy.

Our Values

We Know You: We Understand Ministry Life

We Know How: We Continuously Pursue Excellence

We Care: Relationships Are Our Bottom Line

Job Description
Business Operations Specialist



Division:	Finance & Administration	FLSA Status:	Exempt Full-Time
Department:	Administration	Location:	On-site Lawrenceville, GA
Reports to:	Sr. Director, Human Resources	Work Schedule:	Monday–Friday 8:00 AM – 5:00 PM

Summary

The Business Operations Specialist provides high-detail operational and administrative support across multiple departments by completing recurring, process-driven tasks with a strong emphasis on accuracy, completeness, documentation, and timely execution. This role supports day-to-day workflows such as expense report processing, receipting and deposit tracking, database/CRM updates, list validation, spreadsheet logs, event/activity tracking, and lockbox batch processing support.

Operations Support

Support daily business operations by collaborating with the Director of Executive Operations, Office Administrator, and the Corporate Travel & Schedule Coordinator to ensure efficient coordination, organization, and administrative execution across the organization.

- **Meetings, Events & Engagement:**
 - Support the coordination and execution of internal meetings and organizational events, including scheduling, vendor coordination, catering, materials preparation, attendee communication, and onsite logistics.
 - Assist with large-scale events (e.g., PCA General Assembly, Geneva’s annual golf tournament, and Board of Directors meetings) in collaboration with the Director of Executive Operations.

- **Expense & Logistics Management:**
 - Prepare, submit, and track expense reports in accordance with organizational policies. Collect and organize receipts, ensure accurate expense categorization, and maintain proper documentation.
 - Support company vehicle coordination, including maintenance scheduling, mileage tracking, and recordkeeping.

- **Meeting Documentation:**
 - Attend meetings as needed to capture accurate notes, including key discussion points, decisions, and action items.
 - Prepare and distribute meeting summaries and maintain organized records for future reference.

This Section to be Updated by HR Department Only

Title JD – Business Operations Specialist
 Author H Chambliss
 Division Owner F&A
 Approved by ELT

Doc Number HR-JD-011
 Creation Date 07/24/2023
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 Last Revised Date 05/14/2026

- **Administrative & Organizational Support:**
 - Provide administrative support through document processing, correspondence management, and maintenance of organized electronic filing systems.
 - Support efficient daily workflows and ensure accuracy and consistency in administrative processes.
- **Document Management & Digitization:**
 - Organize, scan, index, and archive physical documents into digital formats, ensuring proper record retention, accessibility, and accuracy.
- **Standard Operating Procedures (SOPs):**
 - Support the development and maintenance of administrative procedures and workflows (SOPs) to promote consistency, efficiency, and organizational effectiveness.
- **Front Desk & Additional Support:**
 - Serve as backup support for front desk operations as needed.
 - Perform additional duties to support organizational priorities.

Advancement Support

Provide administrative and operational support to the Assistant Vice President of Advancement and the Donor Relations Manager to ensure accurate, timely, and compliant processing of donor contributions and records.

- **Donation Processing & Data Entry:**
 - Process donations received through the lockbox and Fundraise Up platform, ensuring accurate and timely entry into the CRM system.
 - Scan and process donations received directly at the Lawrenceville office using check scanning equipment.
- **Donation Monitoring & Reporting:**
 - Monitor online giving activity through Fundraise Up, identify failed transactions, and track new recurring donors.
 - Maintain awareness of donation trends and escalate issues as needed.
- **Donor Records Management:**
 - Maintain accurate and up-to-date donor records within the CRM system, including demographic information and account integrity.
 - Identify and resolve duplicate records and ensure consistency in data entry.

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- **Donor Acknowledgements & Receipting:**
 - Prepare and send donor receipts and soft credit acknowledgements in a timely manner, ensuring accuracy and compliance with organizational standards.
- **Reporting & Task Coordination:**
 - Run standard reports (e.g., Relief Thanking Detail report) to support donor engagement efforts.
 - Update internal tracking tools and assign donor thank-you tasks to team members based on established criteria.
- **Relief Fund Communication:**
 - Support internal communication by notifying the Relief Team of incoming and distributed relief-related funds, including checks received or processed through external systems.
- **Administrative & Organizational Support:**
 - Assist with documentation, tracking, and workflow processes related to advancement operations, ensuring accuracy, consistency, and confidentiality.

Investment Support

Provide administrative and operational support to the Assistant Vice President of Investments / Chief Investment Officer to ensure accurate reporting, communication, and coordination of investment-related activities.

- **Investment Committee Coordination:**
 - Support the Biblical Values Investment Committee (BVIC) by updating committee reports, scheduling quarterly meetings, and preparing recommended additions and deletions to the investment exclusion list.
 - Assist with maintaining accurate documentation and communication with stakeholders.
- **Investment Reporting & Documentation:**
 - Maintain organized records by saving and filing monthly reports received from fund managers into designated electronic folders.
 - Update internal and Board-facing documents to reflect changes to investment policies and exclusion lists.
- **Stakeholder Communication:**
 - Coordinate and distribute investment-related updates to fund managers and internal stakeholders, ensuring timely and accurate communication.

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- **Board of Directors Meeting Support:**
 - Provide logistical support for Board of Directors meetings by serving as the designated Zoom or Teams host for Investment Committee sessions.
- **System Access & Oversight:**
 - Conduct quarterly reviews of external user access to investment reporting systems (e.g., Fidelity), confirming accuracy and appropriateness of authorized users.
- **Administrative & Organizational Support:**
 - Assist with documentation, tracking, and workflow processes related to investment operations, ensuring accuracy, organization, and confidentiality.

Wellbeing Support

Provide administrative and operational support to the Assistant Vice President of Wellbeing to ensure effective coordination and execution of wellbeing initiatives and programs.

- **Sabbatical Match Grant Program Administration:**
 - Receive, review, and prepare incoming grant applications, ensuring completeness and accuracy.
 - Track and respond to inquiries from prospective applicants in a timely and professional manner.
- **Workflow Coordination & Project Management:**
 - Develop and manage Asana project workflows to support the grant process, including assigning tasks to appropriate team members and maintaining clear visibility of application status.
- **Participant Communication:**
 - Draft and distribute approval letters and related communications to program participants, ensuring clarity, accuracy, and professionalism.
- **Financial Coordination:**
 - Provide detailed and accurate information to the Accounting Department to facilitate the timely processing and distribution of grant funds.
- **Administrative & Organizational Support:**
 - Maintain organized records, documentation, and tracking systems related to wellbeing programs, ensuring accuracy, consistency, and confidentiality.

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Strategy Research & Culture Support

Provide administrative and operational support to the Vice President of Strategy Research & Culture to advance organizational initiatives, including grant development and cultural engagement efforts.

- **Grant Development Support:**
 - Assist with grant writing efforts by gathering and organizing supporting data, coordinating with Finance on budget development and reporting requirements, and compiling impact stories and content for grant submissions and annual reporting.

- **Cross-Functional Coordination:**
 - Collaborate with internal teams to collect information, ensure accuracy, and support timely completion of grant-related materials and strategic initiatives.

- **Administrative & Organizational Support:**
 - Maintain organized documentation, records, and supporting materials related to strategy, research, and culture initiatives, ensuring accuracy, consistency, and accessibility.

Key Outcomes

- **Accuracy:** Minimal rework required due to data entry or documentation errors.
- **Timeliness:** Transactions, updates, and trackers are kept current per agreed schedules.
- **Completeness:** Submissions/batches are processed with all required documentation and approvals.
- **Control mindset:** Exceptions are identified early, documented clearly, and routed to resolution.
- **Process Reliability:** Recurring workflows are executed consistently without missed steps or handoff breakdowns.
- **File discipline:** Records are consistently saved, searchable, and audit-ready.

Qualifications

Faith and Mission Alignment

- Demonstrated devotion to Jesus Christ, personal holiness, and a passion for making Him known.
- A Christian exhibiting mature spiritual growth, evidenced by the fruit of the Spirit and a firm grasp of foundational Christian doctrine.

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- Active member of an evangelical church that affirms the tenets of historic Christianity (PCA preferred but not required).
- Genuine passion for serving the church and its ministry leaders.
- Affirmation of Geneva’s Statement of Faith and adherence to the organization’s Code of Conduct.

Education

- High school diploma required.
- Associate's or Bachelor's degree preferred.

Experience

- Minimum of 5 years of administrative, office management, or business support experience.
- Demonstrated experience working with high-volume, detail-sensitive tasks (expense documentation, receipting, data updates, list maintenance).

Core Competencies

- Exceptional attention to detail and accuracy; enjoys “getting it right.”
- Strong organizational skills; can manage multiple recurring workflows without dropping handoffs.
- Proficiency with Excel (filters, lookups, formatting consistency) and maintaining trackers/logs.
- Comfort working in multiple systems (CRM/database, document management, finance-related portals).
- Clear written communication—especially when documenting exceptions and follow-ups.
- Professionalism and discretion with confidential information.
- Proactive, resourceful, and able to meet deadlines with accuracy and independence.
- Ability to collaborate with Geneva personnel and PCA committees/agencies.
- Perseverance in challenging ministry and business environments.

Technical Skills

- Proficiency in Microsoft 365 (Outlook, Excel, Teams, SharePoint/OneDrive).
- Experience with collaboration and project management tools (e.g., Teams, Asana).
- Ability to learn and effectively use organizational systems and tools (e.g., CRM platforms).

Work Environment & Physical Requirements

- This is a fully on-site role requiring daily in-office presence.
- Prolonged periods of sitting, standing, and walking throughout the office.
- Occasional light lifting (up to 20 lbs.).

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- Regular interaction with staff and vendors.
- Reasonable accommodation provided in accordance with applicable laws.

Additional Information

- Periodic travel may be required to support organizational needs.
- This role does not include supervisory or people-management responsibilities.
- Responsibilities are prioritized and assigned based on organizational needs and may vary in volume across functional areas.
 - Periodic time-sensitive processing days may require schedule flexibility (e.g., deadlines, lockbox cycles, month-end-like rhythms).

General Statement

- This job description is not intended to be an exhaustive list of all responsibilities.
- Employees may be assigned additional duties as needed to support organizational goals.
- This document does not constitute a contract of employment implied or otherwise; employment remains at-will.

Author:	Heather Chambliss
Title:	Director of Business Operations
Date Approved:	07/24/2023
Reviewed By:	Heather Chambliss
Title:	Sr. Director of Human Resources
Date Reviewed/Revised:	05/14/2026

A job description should be reviewed annually and updated as often as necessary.

See following page for revision tracking notes.

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Purpose.

We believe it is important for current and future employees to understand the values inherent in our ministry and what is expected of them as we seek to serve our mission. To that end it is our conviction that we uphold the dignity of each individual as we embrace the unchanging and longstanding principles of scriptural truth. The Geneva Benefits Group (Geneva) Statement of Faith is not an exhaustive statement of our beliefs. The Bible, as the inspired and infallible Word of God, speaks with absolute authority regarding the proper conduct of mankind and is the unchanging foundation for all belief and behavior. As Geneva is an agency of the Presbyterian Church in America (PCA), the Constitution of the Church shall have control over any provisions of this document. Nonetheless, in order to provide transparency about our beliefs the following Statement of Faith has been created.

We Believe.

1. The Bible to be the inspired, infallible, authoritative, inerrant Word of God (2 Timothy 3:16, 2 Peter 1:21).
2. There is one God, eternally existent in three persons-Father, Son, and Holy Spirit (Genesis 1:1, Matthew 28:19, John 10:30).
3. In the deity of Christ (John 10:33), His virgin birth (Isaiah 7:14, Matthew 1:23, Luke 1:35), His sinless life (Hebrews 4: 15, 7:26), His miracles (John 2:11), His vicarious and atoning death (1 Corinthians 15:3, Ephesians 1:7, Hebrews 2:9), His Resurrection (John 11:25, 1 Corinthians 15:4), His Ascension to the right hand of God (Mark 16:19), His personal return in power and glory (Acts 1:11, Revelation 19:11).
4. In the necessity of regeneration by the Holy Spirit for salvation because of the radical corruption of human nature, and that one is justified on the single ground of faith in the shed blood of Christ, and that only by God's grace through faith alone are we saved (John 3:16-19, 5:24; Romans 3:23, 5:8-9; Ephesians 2:8-10; Titus 3:5).
5. In resurrection of both the saved and the lost; they that are saved unto the resurrection of life, and they that are lost unto the resurrection of condemnation (John 5:28-29).
6. In the spiritual unity of believers in our Lord Jesus Christ (Romans 8:9, 1 Corinthians 12:12-13, Galatians 3:26-28).
7. In the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life (Romans 8:13-14; 1 Corinthians 3:16, 6:19-20; Ephesians 4:30, 5:18).

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Title	Statement of Faith
Author	C Lilly
Dept Owner	HR
Approved by	ELT

Policy Number	HR-008
Creation Date	07/26/2022
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Last Revised Date	08/06/2024

POLICY
Statement of Faith



- 8. The Gospel message is for every tribe, tongue, and nation. (Revelation 7:9-10, 14:6).
- 9. Bible-believing, professed Christians should be faithful members of a Gospel preaching church. (Acts 2:42,44,46; Hebrews 10:24-25).

This Statement of Faith reflects the intentions of Geneva. However, all hiring, job placement, discharge, and other employment decisions will be made in and at the sole discretion of Geneva.

Regardless of denominational affiliation, all employees agree to respect the PCA's and Geneva's beliefs. Geneva reserves the right to discharge employees for any reason, including but not limited to immoral or unethical conduct, conduct contrary to Scriptural teachings, habitual or unrepentant sin, and conduct negatively affecting other employees or reflecting negatively on Geneva's ministry and witness for Christ, and without regard to whether such conduct occurs on or off company time or premises.

Geneva's Executive Leadership Team ("ELT") holds final interpretive authority on biblical meaning and application with regard to the impact of PCA faith, doctrine, policy, practice, and discipline on all Geneva employment and operational decisions.

The ecclesiastical Constitution of the Church is defined in the Book of Church Order, Preface III. The provisions of the Constitution shall [have] control over any provisions of this Policy to the extent of any conflict therewith.

I hereby acknowledge that I have received, read, and understand this Statement of Faith as outlined above. I also acknowledge that I am in agreement with this Statement of Faith.

Signature	
Printed Name	
Date	

Return signed form to the Geneva's HR Department

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Dept Owner HR
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