

Title: Director of Operations
Department: Administration
Reports to: President
Oversees: Director of Communication, Director of English, Accountant, and Office Associate

Words of Hope exists to give all people in all places access to God's Word. We encourage, empower, and equip indigenous Christian leaders and churches as they proclaim Christ using media in the heart languages of people in hard-to-reach places. We minister in over 70 languages, primarily in the 10-40 window from West Africa, across the Middle East, to South Asia and Indonesia.

The **Director of Operations** propels this mission by developing our North American-based team, overseeing our financial resources, and developing organizational processes that result in an effective mission and robust team culture. A good portion of this job is handling changes and managing the unexpected.

GENERAL RESPONSIBILITIES

1. Developing our North American-based Team
 - With the President, foster a robust team culture
 - Establish human resource policies that allow team members to flourish and provides accountable structures for best workplace practices
 - Ensure compliance with applicable laws and ethics regarding employees
 - Choose and evaluate employee health plans and retirement plans
2. Financial Oversight
 - Bear primary responsibility for stewarding financial resources for both our domestic operations and international fields
 - Work in close relationship with the Board Finance Committee, overseeing the financial health and investment portfolio
 - Provide for an annual audit by a CPA firm
 - Ensure compliance with ECFA certification
 - Oversee the physical assets of the organization (property, building, equipment, insurances, and technology)
3. Organizational Leadership
 - With the President, develop and implement strategic plans
 - Develop and implement best practices for all processes (examples: database, receipting, communications)
 - Work with the President in ensuring healthy board-organization relationships and direct the Board of Directors meetings (3 times per year).
4. Other Duties
 - Increase professional skill and knowledge (E.g. by attending workshops, reviewing publications, building a professional network, etc.

- Participate in staff meetings, board meetings, and organizational outreach events.

RELATIONSHIPS

1. The Director of Operations reports to the President
2. The Director of Operations supervises the Directors of Communication and English, the Accountant, and the Office Associate
3. The Director of Operations leads the Leadership Team, works in close relationship with the Trustees, and leads the Finance Committee

IDEAL CANDIDATE QUALIFICATIONS

1. A deep personal faith characterized by Christian practices and public witness
2. A passion for reaching the unreached peoples of the world with the gospel
3. A worldview that is reformed in theological rootedness and evangelical in witness
4. Strong interpersonal, attention to detail, and communication skills
5. Education and experience relative to organizational leadership, with a special emphasis on nonprofits, finance, and human resources
6. An entrepreneurial curiosity that sees opportunities to grow the mission
7. Experience in strategic planning
8. Bachelor's degree required

WORK REQUIREMENTS

This is a full-time position scheduled for 40 hours of work per week and includes occasional evening and weekend work. The position will require occasional international travel. The position will include standing, walking, sitting, carrying up to twenty pounds, a driver's license and the use of a personal car for local errands.

Terms of Employment: At-will, salaried employee

Disclaimer

This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of this position might differ from those outlined here. Other duties, as assigned, might be part of this job.