

# Chief Operations Officer/Operations Director

Deaf Bible Society - Arlington, TX

**Our Mission:**  
Providing God's Word In Every Sign Language

**Core Values:**  
God First - Servant Hearted - Deaf Centric - Legacy - Innovation - Stewardship

**Department:** Executive  
**Reports to:** CEO

**DBS Vision:** Every Deaf person can experience the Gospel in sign language and participate in its advancement.

**Mission Focus:** The mission framework is comprised of the following core focus areas:

- Advocacy
- Deaf Community Relations
- Bridge/Broker Services
- Deaf Bible Engagement Platform

## Position Summary and Responsibilities

The Chief Operations Officer is a member of the Executive team and plays a key role in managing the organizational development, specifically pertaining to people and office initiatives to enable and drive a high-performance culture for Deaf Bible Society. The position reports to the CEO and provides strategic and tactical leadership in a dynamic, fast-paced, and results-driven environment.

The Chief Operations Officer is responsible for managing organizational, staff, and cultural development and projects, which includes consulting support directed at improving DBS business results through changes to processes, systems, structure, culture, and/or ways of working to achieve a sign language-centric environment. The Chief Operations Officer is responsible for overseeing the success of the creation of resources, training, and processes that enable a team that is well cared for. This work includes integration and hands-on leadership of existing HR and talent resources, as well as processes such as competencies, recruitment, onboarding, succession planning, performance management, and strategically aligning the work with all other aspects of the talent-management strategy. Additional aspects include diversity and inclusion with a high focus on language access. The Chief Operations Officer will provide a servant-hearted open-door policy to staff members and will serve as a strategic partner in facilitating organizational improvements per executive guidance. Delivering results and quality service and products not only to staff but to the Sign Language Bible translation movement stakeholders is necessary for the success of the position.

**Key Responsibilities/Essential Duties Of Position:** An individual must be able to perform each essential duty listed below at, or above, a satisfactory level:

**1. Manages and Creates Operating and Organizational Development (OOD) Strategies and Processes.**

- Develops solutions for specific organizational and business problems, aligns staff and stakeholders to objectives, and plans to implement those solutions.
- Conducts assessments and uses data to provide consultation on organizational effectiveness interventions that will close gaps from current to desired future state.
- Creates resources, tools, training, and other related products to enable strategy implementation.
- Monitors and continually improves the effectiveness of OOD programs and products to ensure the advancement of the organizational strategy and culture.
- Partners with senior leaders, teams, Finance, and Advancement, to ensure integration of OOD work with other core organizational and talent programs and concepts such as organizational health, KPI, talent acquisition, succession planning, performance management, onboarding, competencies, and other HR/talent work and priorities.
- Other organizational priorities and strategies.
- Oversees and conducts Payroll and Benefits management and renewal

**2. Creates and Implements Language Access and Inclusion Strategy and Framework.**

- Develops effective strategies, frameworks, and project plans to ensure the successful implementation of language access models. Manages critical projects and/or initiatives and appropriately applies change management principles, philosophies, and practices to deliver desired results.
- Creates actionable deliverables: communications plan, business roadmap, coaching plan, training plan, resistance management plan, monitor change readiness/progress at key project milestones.
- Supports realization of the business strategy by building and implementing competencies, behaviors, structures, and processes to successfully manage organizational restructuring, re-design, staffing models, culture, etc.
- Provides expert facilitation and training on change management to ensure organizational performance, team effectiveness, structure/design, governance practices, culture, and other HR processes support the achievement of business goals.

**3. Leads Implementation of OOD and Operations Projects, Initiatives, and Programs.**

- Demonstrates exceptional Project Management: creates project plans, manages project implementation, creates teams, provides thought leadership, engages with stakeholders to gather and share data, and mobilizes groups of people to adopt the new approaches.
- Designs, creates, and implements appropriate OOD and operational frameworks, resources, toolkits, guides, webinars, and training while collaborating with leaders to co-create.
- Manages committees, workgroups, and staff tasked with driving implementation and scaling results. (such as travel, security, and safety team)

**4. Provides Support and Services to Staff Members.**

- Provides support and services, understands business needs, and creates actionable solutions, tools, and resources within Org Management, People Development, Assessments, HR, Org Design, Staffing, and Performance areas.
- Provides expert facilitation, and consults with CEOs, senior leaders, and human resource partners (as appropriate) to assess and identify business needs and provide recommendations for organization design, staffing, and alignment of the structures, processes, and people with the business strategy.

- Prepares and manages budgets, as well as prepares budgetary recommendations for budget owners to meet organizational goals and provide for effective management of resources.
  - Creates and delivers webinars and training opportunities around organizational development and change management methods and tools to scale the learning and processes across the worldwide Deaf Bible network.
- 5. Ensures Strategic Organizational Alignment with HR and Operational Culture.**
- Provides expertise and supports the development of competency models, talent acquisition, onboarding, succession planning, performance management, and other critical talent and HR systems, processes, and resources.
  - Supports the implementation of organization-wide talent management programs, flexibly adapting to serve multiple audiences across worldwide organizations.
- 6. Other duties as assigned.**

### **Qualification & Education**

- Bachelor's degree in Business, Organizational Behavior, Organizational Development, and HR, with relevant business, OD, change management, consulting, and HR functional experience. A Master's degree is looked upon favorably.

### **Experience**

- At least 5-7 years of experience in Organizational Development, with solid knowledge of Nonprofit Business, Finance, Organizational Effectiveness, Change Management, HR, and Talent Management.
- Minimum 3 years of leadership/consulting experience with a combination of change management and organizational development expertise in a large, global organization.
- Exceptional Project Management skillset experience with managing multiple projects with multiple clients simultaneously with great success.
- Demonstrated expertise in organizational design, job analysis/design, creating staffing models, and implementing and managing culture change and transformation initiatives.
- Working in Deaf environments
- Strong knowledge and experience in organizational development and effectiveness interventions, best practices, and applications.
- Strong knowledge and experience in a variety of change management principles, practices, processes, and techniques.
- Demonstrated experience managing large, complex projects with multiple stakeholders.
- Demonstrated strategic leadership and ability to understand the strategic context, translate organizational change implications, and generate a change approach with solutions that drive the desired results.
- Demonstrated success working with and managing cross-functional teams, committees, and councils in identifying organizational development gaps, defining solutions, and managing the implementation with tangible results.
- Knowledge and experience in utilizing organizational development models and assessment tools.