

Director of Operations

Reports to: Chief Executive Officer

Location: Arlington

Position Impact: Unleash the potential of every employee at DBS through strategic and operational leadership. Your ability to organize, prioritize, and create a healthy work environment enables us to fulfill our mission — that *every Deaf person may receive, experience, and share the gospel in their own language.*

About the Role:

Every organization needs that “go-to” leader who seamlessly makes everything and everyone work better together. Your leadership and ability to prioritize, diffuse situations, bring order, and inspire people to work together healthily and collaboratively. You wake up daily thinking about how you can make the organization more effective and impactful while recognizing that people have diverse needs. You provide the structure for success and inspire those around you with your passion, dedication, and unwavering commitment to making a difference in the lives of Deaf communities worldwide.

You are data-driven and purposeful, measuring progress and making necessary adjustments to fine-tune outcomes. You are adaptable and resilient, able to navigate the complexities of external strategic partnerships, contract staff, and full-time employees. There may be no “I” in team, but without “you,” the organization will not function well. Your organizational and leadership abilities allow the CEO to sleep well at night because she knows she can trust you, and you have put all things together to support the team and create a healthy culture.

Description:

The Director of Operations role is the right hand of the CEO. You are a vital part of the executive team ensuring that process is balanced, prioritizing serving and ministering to others to achieve results. In this role, you will create order, remove roadblocks, and figure out how to solve problems sustainably and productively. You will build high-performing teams through individualization, seeing people for who they are what they bring, and tailoring what they need to learn to grow and be successful. You take immense pride in producing exceptional results with a team by giving them what they need to do their best work and inspiring each person to be their best self.



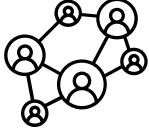


Must Have Traits:

- You are **experienced in managing and directing processes** to solve systemic and one-off issues in a sustainable, holistic fashion.
- You **enable people to be seen and heard**, giving meaning, recognition, and value to their unique contribution.
- In addition to operational excellence, **you focus on identifying and developing training and support structures** to grow the team’s capability and hold the bar on achieving goals.
- You are **a servant leader who can bring alignment across the organization and all of its parts**, to ensure that HR and Administrative strategies are connected with the organization’s mission and values creating a work environment of which you are proud.
- You must have **fluency both in sign language** and in an appreciation for the nuances of Deaf culture.
- You are **a person of integrity**, embodying the values and mission of the Deaf Bible Society.

Ideal Traits:

- You are **collaborative** and **team oriented**.
- You **guide and inspire people** towards achieving their best both organizationally and personally.
- You **recognize that the only constant in life is change, and you work to ensure people are prepared** for changes.
- You are **great with people, numbers, and processes** and can articulate what needs to be done with passion, ethics, and logic.
- You have **experience working with strategic alliance partners** who are external to the organization and realize that the sun does not revolve around our business, but we must work with those who orbit the same sun.
- You are **not a lone wolf. You thrive in the pack**, and actively serve them by being attentive to their needs.

Functions of the Role:

Align & Administer	Create Healthy Organizational Culture	Collaborate	Equip & Develop staff	Support
				
<ul style="list-style-type: none"> • Create alignment of strategy & administrative processes across the organization. • Create seamless integration between strategic goals and operational activities. • Balance the weight of what must be accomplished with how to accomplish it in a healthy fashion. • Identify and help lead the change to adapt to more effective processes and technologies that advance the organization's goals. • Administer people processes such as benefits, onboarding, time-off, and hiring and ensure practices are compliant with state and federal employment laws. • Ensure every department understands and works toward high-level organizational objectives in a coordinated way – understanding their unique contributions to the mission of the organization. 	<ul style="list-style-type: none"> • Create an efficient structure within the office to ensure clarity of roles and responsibilities. • Develop and organize program goals, measures, and evaluation. Compile and track reporting. • Partner with the staff and exec team to engage employees in contributing their best, resulting in higher employee satisfaction and retention. • Communicate with the exec team on a regular basis how the culture is developing and what involvement is needed from them to steward it properly. • With the CEO on a regular basis to ensure the right priorities are being driven and are on track for delivery. 	<ul style="list-style-type: none"> • Communicate with internal and external partners to ensure alignment around mission and support required to attain goals. • With the staff to eliminate inefficiencies and streamline processes to ensure efficient and impactful work is taking place. • With external suppliers and stakeholders to ensure proper information and operations are maintained or improved (i.e., benefits providers, leasing, external agencies, strategic partners, staff, etc.) 	<ul style="list-style-type: none"> • Equip DBS team to know and understand <i>how</i> to get things done. • Equip Exec team with insights around office dynamics and what may be needed to recognize and reward meaningful contributions and/or address any deviations from good management practices. • Equip people to develop simple but consistent practices in collaborating with one another to ensure that we are always learning and analyzing our own performance. • Help develop a strong and well-trained workforce, capable of meeting the changing expectations and challenges in this global marketplace. • Identify areas of strength and opportunity to develop staff for additional responsibilities and advancement. 	<ul style="list-style-type: none"> • Provide support and guidance to DBS staff to develop and maintain the appropriate use of performance metrics to help measure effectiveness of goals and mission impact. • Partners with information they need to better serve the DBS team (i.e., data, processes, actions required). • The DBS staff with a servant heart and a compassionate attitude to identify and talk through any issues. • Support Exec team with the data and insights needed to monitor and manage team priorities and performance. • CEO as a right-hand to execute leadership agenda and healthy workplace culture.

Qualifications - Must Haves:

- **Active Christian Faith & Missional Mindset:** Strong faith in Jesus Christ as Savior; God-honoring lifestyle; passion for the Word of God.
- **Fluency in sign language and Deaf culture.** Imperative that you understand the nuances in Deaf culture.
- **Nonprofit Experience:** A proven ability to work with a diverse set of partners to integrate various goals, priorities, and expectations to support mission impact.
- **Basic Financial Skills:** Ability to oversee budgets and ensure financial sustainability and reporting.
- **Operational Expertise:** Proficient in designing and managing processes that improve organizational efficiency and effectiveness.
- **Communication Skills:** Excellent communication skills that enable clear and effective interaction and relationship-building with diverse groups.
- **Collaboration and Team Orientation:** Ability to unite people towards common goals and work well across boundaries of teams and organizations.
- **Servant Leadership Abilities:** Able to guide and inspire teams towards achieving organizational goals.

Preferred:

- **HR and Organizational Development Knowledge:** Deep understanding of HR practices, including talent acquisition, training, and performance management.
- **Expertise in Change Management:** Proven skills in implementing effective change within the organization, managing both the technical and human aspects.

About Deaf Bible Society:

We are on a mission to provide the Bible by video in more than 350 sign languages that represent 70 million people around the world. Today, only one of those languages has access to a full Bible, while 57 others have access to portions of Scripture. We bring Deaf and hearing people together to advance Bible translation, distribution, and engagement.

Organizational Vision

Reaching around the world with the message of God's love in sign language.

Organizational Mission

Our mission is to provide the Bible by video in the world's many sign languages.

Employee benefits

Deaf Bible Society offers a full range of benefits to employees, including but not limited to:

- Health and dental benefits
- Paid time off and USA national holidays off
- Professional development
- Educational assistance