

EPC World Outreach

Title: Director of Operations

Reports to: Executive Director

Supervises: Finance Coordinator, Personnel Coordinator, Communications Coordinator, Child Safety Officer

Position Opportunity:

We seek a highly skilled and dynamic Director of Operations to join our team. Reporting directly to the Executive Director and serving on the World Outreach (WO) Leadership Team. The recently developed position of Director of Operations will assume responsibility for overseeing and optimizing the operational functions of our organization on a global scale. This individual will serve strategically, playing a pivotal role in designing and effectively managing resources supporting the mission and vision of EPC World Outreach, one of the four gospel priorities of the Evangelical Presbyterian Church.

Responsibilities and Functions:

1. **Spiritual Leadership**
 - a. Praying for the EPC, World Outreach, Partner Organizations, and the Global Church
 - b. Modeling a life of faith, servant leadership and healthy spiritual rhythms
 - c. Providing relational connection for staff through email, phone, and in person as directed by the Executive Director
 - d. Building spiritual unity and collaboration among the EPC, WO, and partners
2. **Strategic Planning and Implementation:**
 - a. Collaborating with the Executive Director and WO leadership team to develop and execute strategic plans that align with WO & the EPC
 - b. Driving continuous improvement initiatives to enhance operational efficiency and effectiveness
 - c. Developing and implementing performance metrics to track progress and ensure goals are met
 - d. Reviewing and reporting the performance of the strategic plan regularly
3. **Staffing Management**
 - a. Assisting in leadership and direction for WO staff
 - b. Fostering a vibrant culture of meaningful work, healthy accountability, effective collaboration, and continuous improvement
 - c. Conducting performance evaluations, giving feedback, and supporting professional development initiatives for team members

- d. Assists with strategy for staffing WO, including mobilization, recruitment, selection, training, deployment, and management of all staff
- 4. Operational Leadership:**
- a. Providing logistical leadership for the WO Leadership Team, World Outreach Committee, and Personnel Committee
 - b. Overseeing the day-to-day operations of the organization, ensuring seamless coordination and communication across all areas
 - c. Establishing and enforcing policies, procedures, and standards to maintain compliance and accountability
 - d. Manages WO communications internally and externally, including annual reports, monthly eNews, printed materials, etc.
 - e. Managing coop agency relational logistics, including MOU creation, individual MOUs with workers, secondment paperwork, approving new coop agencies
 - f. Serving as the liaison between operations and other functional areas, fostering communication and collaboration across the organization
- 5. Financial Management:**
- a. Leading staff to develop strategic annual budgets and collaborate with the finance department to implement the organization's budget
 - b. Monitoring financial performance and identifying opportunities for cost savings and revenue generation
 - c. Reporting on financial performance as needed by leadership
- 6. Risk Management and Compliance:**
- a. Identifying and assessing operational risks and developing strategies to mitigate them
 - b. Ensuring compliance with the WO Manual, relevant regulations, laws, and organizational policies
 - c. Overseeing staff insurance in cooperation with HR and WO finance
 - d. Serving as a point of contact in global emergency circumstances
- 7. Technology and Infrastructure:**
- a. Overseeing the implementation and maintenance of technology systems and infrastructure to support operational needs
 - b. Staying ahead of emerging technologies and trends to drive innovation and efficiency
 - c. Leading WO in the use of software including Salesforce, Submittable, Microsoft Products, Asana, My Annual Report, and Covenant Eyes

8. Stakeholder Engagement:

- a. Building and maintaining positive relationships with internal and external stakeholders, including global workers, donors, partners, vendors, and regulatory agencies
- b. Representing the organization at meetings, conferences, and other events as needed
- c. Leading the team to plan WO events, including GA, Family Gathering including theme, budget, and outside speakers, will be approved by the Executive Director.
- d. Reporting to the Executive Director and the WO Committee on progress toward goals and financial health of the organization
- e. Serving as primary contact for EPC Service Provider Agreement and managing WO Information System requirements of the organization in coordination with the EPC Service Provider Agreement.

Ideal Candidate:

We're seeking a candidate who not only brings a wealth of skills but also infuses vibrant energy and relational warmth into the workplace. This individual boasts strong administrative ability, adept organizational skills, and a knack for project management. They possess a strategic mindset and a global perspective, empowering them to navigate diverse challenges with finesse. With a minimum of 10 years of relevant experience, preferably in a ministry context, they embody a dynamic blend of proficiency and passion. Tech-savvy and quick to adapt, they effortlessly maneuver through digital platforms while fostering a culture of innovation and collaboration.

But it's not just about expertise—it's about character. We're looking for someone with an unwavering work ethic, a zest for innovation, and a heart that desires to serve. Their interpersonal finesse and exceptional communication skills breathe life into every interaction, fostering genuine connections and fruitful collaborations. Rooted in integrity and humility, they approach their responsibilities with grace and empathy, valuing confidentiality and trust.

We're seeking a candidate who thrives in cross-cultural settings, drawing from their ministry experience to enrich our global outreach efforts. Their familiarity with accounting, financials, and personnel procedures adds depth to their profile, reflecting a holistic approach to their work. Ideally, a member of the EPC who resonates with Reformed, Presbyterian, and Evangelical values, aligning seamlessly with the mission and purpose of EPC World Outreach.

Minimum Qualifications:

- Must have a deep, abiding relationship with Jesus Christ, a demonstrated spiritual maturity and a commitment to a faithful Christian lifestyle.
 - Must have a Bachelor's degree
 - Must be at least 18 years of age
 - Must pass a criminal background check
 - Must be willing and able to travel as needed, both domestically and internationally
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Mission and Vision of the Evangelical Presbyterian Church:

Mission: The EPC exists to carry out the Great Commission of Jesus as a denomination of Presbyterian, Reformed, Evangelical, and Missional congregations.

Vision: To the glory of God, the EPC family aspires to embody and proclaim Jesus' love as a global movement of congregations engaged together in God's mission through transformation, multiplication, and effective biblical leadership.