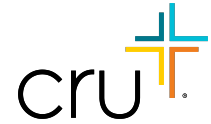


Updated 03/06/2025



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Cru Missionary Order Job Description Template

Job Title: Sightline-Director of Operations

Business Title: Sightline-Director of Operations

Job Code: DRCOP-Director (Operations)

Ministry & Team: Sightline/Operations

Reports to (position not person): Sightline-CEO

Location: Orlando, FL (hybrid)

Created By: Zack Wilson - 03/06/2026

Approved By: Vivian Bailey - 04/16/2026

Role Description: The Director of Operations oversees core operational functions—such as LDHR, Finance, Facilities, Technology, and Administration—strengthening the needed infrastructure and operational clarity to advance Sightline’s mission. In close partnership with the CEO and Executive Leadership Team, this leader also helps ensure strategy becomes coordinated action by shaping alignment of people, priorities, and processes across the organization. The ideal candidate is energized by building new systems, navigating complexity, and shaping the conditions for long-term sustainability and spiritual impact.

Who We Are

Cru is a caring community passionate about connecting people to Jesus Christ.

Cru Missionary Expectations

As a Missionary Staff Member of the Cru religious order, the individual performing this role holds a position of spiritual leadership and is expected to seek to live a life that is holy and that follows Jesus’ teachings and example of love and humility, considering the interests of others ahead of their own. They are expected to carry out this role in a manner that seeks, individually and with others, the guidance of the Holy Spirit through prayer. Practically this entails:

- Actively and intentionally growing in his or her Christian faith.
- Exhibiting Christian character through attitude and conduct with others in the workplace and in daily life as outlined in the ‘Missionary Staff Rights and Responsibilities’ section of the employee handbook.
- Expressing a dependence on the Holy Spirit in the performance of his or her duties.
- Take, diligently keep, and annually affirm the Cru Religious Order Vows.



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- Practicing, teaching, and equipping others to practice evangelism, discipleship, dependence on the Holy Spirit, confession of sin, and worship and praise, contributing to the fulfillment of the Great Commission.
- Engaging in Bible study, prayer, training and development, most frequently with your team, but as Cru requires as well.

Job Duties

Executive Leadership

- Collaborate with the CEO and executive team to translate ministry-wide vision, strategy, and goals into clear, actionable operational plans.
- Support strong Executive Leadership Team rhythms in partnership with the CEO by shaping agendas, guiding discussions, tracking decisions, and ensuring follow-through.
- Build strong, trust-based partnerships with Cru teams (Finance, LDHR, Legal, Tech, etc.) and advocate for organizational needs and resources.

Operational Leadership

- Oversee operational functions including LDHR, Finance, Technology, Legal coordination, Risk Management, Facilities, and Administration.
- Build and lead a healthy, high-performing operations department through thoughtful recruiting, hiring, development, and accountability.
- Work closely with the Operations Manager to ensure day-to-day operational execution remains smooth, responsive, and aligned with ministry needs.
- Partner with Cru Finance leadership, Sightline CFO and Finance Rep to ensure sound financial management, budgeting alignment, and responsible stewardship of ministry resources.
- Partner with Cru LDHR leadership, Sightline HR People Partner and Local HR to develop staff and teams, grow sustainable leadership capacity, and foster a healthy culture.
- Ensure systems, workflows, and operational infrastructure are aligned to support and advance Sightline's mission.

Organizational Integration

- Support organizational integration by helping translate leadership decisions and high-level priorities into coordinated action across teams.
- Drive annual strategic planning and budgeting processes in partnership with the CFO and other stakeholders.
- Lead the development and use of organization-wide KPIs, dashboards, and performance metrics to measure effectiveness and support decision making.
- Identify friction points across teams and help resolve operational barriers that slow progress.



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Financial Stewardship:

- Cru Religious Missionary Order Staff are expected to maintain a positive balance in their staff account, properly administer financial resources, and communicate consistently with his/her ministry partnership team.

Other Functions:

- Demonstrate and model personal spiritual discipline and assist in development of an environment on the team where individual team members grow in their own Christian walks.
- Personal development - engage in the Staff Development process including creating and implementing a Personal Development Plan (PDP) targeting areas of growth.
- Perform related duties or special projects as assigned
- Participate in training new Sightline staff members.
- Serve as a Sightline ambassador to national directors, ministry partners, and vendors
- Attend the Ministry's bi-monthly staff meetings, weekly team meetings, weekly prayer times, biennial retreat and Cru semi-annual days of prayer

Supervisory Responsibilities: Directly supervise the Sightline Operations Team in accordance with ministry policies and applicable laws, including interviewing, hiring and training; planning, assigning, and directing work; appraising performance; rewarding and disciplining; addressing complaints and resolving problems.

Knowledge of:

- Legal, risk, and compliance frameworks
- Cru operations, policies and objectives.
- Strategic and financial planning in a non-profit context
- Sightline mission and vision.
- Interpersonal and cross-functional leadership skills
- Team leadership, staff development, and performance management
- Facilities and IT infrastructure management
- Strategic planning, coordination, and execution.
- Organizational change management
- Strong analytical skills.

Ability to:

- Cast vision and align teams around shared operational goals
- Lead and motivate high-performing teams
- Develop and manage complex systems and organizational frameworks
- Communicate clearly and effectively across a range of audiences
- Manage competing priorities and tight deadlines
- Solve problems strategically and creatively



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- Be organized and efficient in managing time, projects, people, and priorities.
- Operate with a high level of personal and professional integrity
- Manage tight deadlines.
- Be creative.
- Travel domestically and internationally, as needed.
- Work as a leader and team member in support of Sightline projects and other activities.
- Work independently.
- Motivate, train, supervise, provide work direction, and evaluate personnel.

Certifications, Licenses, and Registrations:

Education & Work Experience Required:

- 4 yr/Bachelors Degree in business or management (or equivalent)
- 8-10 years experience in senior leadership roles with significant operational oversight, preferably within nonprofit, ministry, or values-driven organizational contexts. Prior experience leading cross-functional teams, building systems, and managing strategic planning and budgeting is strongly preferred.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS/ABILITIES

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; and talk and/or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Drive an automobile (manual transmission) and travel nationally and internationally as needed. Specific vision abilities required by this job include close vision.

Signature: _____ **Date Signed:** _____