



Cru Missionary Order Job Description

Job Title: Sightline-Operations Manager

Business Title: Sightline-Operations Manager

Job Code: MGR-Manager (Operations)

Ministry & Team: Sightline/Operations

Reports to (position not person): Sightline-Operations Director

Location: Orlando, FL (hybrid)

Created By: Tom Carter - 05/26/2026

Approved By: Vivian Bailey - 05/26/2026

Role Description: This role partners with the Director to manage the essential systems that support our daily ministry operations. By aligning key operational functions, you will provide the behind-the-scenes planning and support that allows the Sightline team to focus on its mission. From optimizing workspaces and technology to streamlining internal processes, this role keeps our growing ministry infrastructure running smoothly.

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.



Sightline™
A CRU MINISTRY



- 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

- Represent the Operations team at the Orlando office to both our staff and all Cru staff. Provide guidance for the physical workspace, ensuring a safe, clean, accessible, and well-designed environment.
- Work with the Director on facility operations, including maintenance, vendor and contractor management, space planning, project execution, and budget forecasting for equipment and space-related needs. (in cooperation with Cru facilities)
- Manage software and service subscriptions, including timely payments and accurate chartfield allocation.
- Provide strategic direction for the ministry's IT and technology infrastructure, managing hardware lifecycle replacements in coordination with Cru technical support.
- Coordinate daily operational and technical needs with the Tech Associate, while overseeing device management, software systems, and cybersecurity protocols.
- Identify and implement digital tools or systems to increase ministry efficiency and staff collaboration. Develop corresponding training materials and promote best practices in technology usage.
- Lead the internal lifecycle of contract management—including creation tracking, routing, approval monitoring, and accurate recordkeeping—by serving as the primary operator for the Cru contract tool (Icertis) and acting as the communication link between internal staff and Cru Contract services.
- Continuously evaluate and surface administrative processes for efficiency, clarity, and alignment with organizational goals.
- Partner with the Director to explore opportunities, shape initiatives, and translate high-level ideas into actionable execution plans.
 - Conduct research and feasibility studies on potential projects to support both the localized operations and the broader Global Team.
 - Lead and execute complex projects that require a strong strategic perspective, cross-functional collaboration, relational awareness, and measurable outputs.
 - Utilize project management software effectively to track deliverables, milestones, and timelines.
- Assume progressive ownership and leadership influence within the ministry as team trust and a track record of operational effectiveness are established.

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.



Sightline™
A CRU MINISTRY



Other Functions:

- Facilitate comprehensive meeting planning and logistical support as needed, including Executive Leadership Team (ELT) meetings, strategic planning sessions, ministry prayer times, and supervisor alignments.
- 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.
- 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: This role works in close partnership with all the departments to accomplish objectives. There will be opportunities to lead project teams.

Knowledge of:

- Microsoft Suite – Intermediate
- Asana – Intermediate
- Icertis – Cru Contract Tool
- Google Suite – Advanced including G-Mail, Docs, Sheets, Slides and Drive
- iDevices: iPhone, iPad and related apps
- Modern office practices, procedures, and equipment
- Research techniques
- Project management skills and techniques
- Budget planning
- Cru operations, policies and objectives
- Sightline mission and vision
- Team leadership, staff development, and performance management
- Facilities, IT and financial management
- Strategic planning, coordination, and execution

Ability to:

- Manage multiple operational functions with clarity and excellence
- Communicate effectively both verbally and in writing with a variety of internal and external stakeholders
- Build and manage vendor and partner relationships with professionalism
- Evaluate and refine processes to increase efficiency and effectiveness
- Exhibit time management skills in multitasking and prioritizing in a fast-paced environment
- Train others in new tools or systems in a way that is accessible and practical
- Pay close attention to details and follow through at an advanced level



Sightline™
A CRU MINISTRY



- Maintain an open, flexible attitude toward ministry and work effectively with other staff and team members
- Manage shifting priorities and urgent needs with calm, clear decision-making
- Approach new opportunities with optimism
- Be available - can put aside other responsibilities for crises or urgent needs
- Be trusted by staff and leaders
- Be decisive, capable of making hard decisions, remaining calm under pressure

Certifications, Licenses, and Registrations: None required

Education & Work Experience Required:

- 4 yr/Bachelors Degree in business or management (or equivalent)
- 5-10 years experience in operations

Work Environment:

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform 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 25 pounds. Specific vision abilities required by this job include close vision.

Signature: _____ **Date Signed:** _____