



DIRECTOR OF OPERATIONS

Reports to: Global Executive Director

Supervisor of: Operations Coordinator & Potentially Other Staff in the Future

Location: Remote

Hours: 40 hours per week (1.0 FTE)

ABOUT US

PLI was founded in 1998. Since that time, PLI has trained several thousand pastors, their spouses, and other leaders. PLI educates, trains and sends women and men to be missionaries within their communities – to be in relation with normal everyday people in a normal everyday kind of way. PLI offers leadership training domestically within the U.S. and internationally. We believe that PLI is being called by God to significantly accelerate a movement of the Gospel by training a global family of 30,000 leaders and churches, for the purpose of multiplying a diverse set of evangelistic communities.

PURPOSE

Reporting directly to PLI’s executive leadership, the Director of Operations will serve as a partner to colleagues on the leadership team. This key leadership team position will identify and support program and organizational growth with operational-based solutions for the Finance, IT and HR functions.

RESPONSIBILITIES

1. Finance - Oversee budgeting, financial forecasting, cash flow and coordination of annual audit process, working closely with third party providers, PLI’s executive leadership team and the Board. Provide financial analyses and recommendations that help foster healthy stewardship of PLI’s finances.
2. HR/Culture - Drive enthusiasm for the PLI mission and foster a positive and trusting culture that supports teamwork, accountability, and open communications. Manage all human resource functions, including HR policies, procedures, and best people practices; oversight of benefits selection and open enrollment; guidance and support to leaders on employee relations matters; support hiring, onboarding and employee training and professional development and performance management.
3. IT/Systems - Champion technology initiatives for adoption throughout the largely remote organization with a goal of continuously developing and improving systems across the board. Oversee and direct all IT & Salesforce functions, including exploring the possibility of creating a position for and hiring a new Database & Systems Manager.
4. Organizational Strategy - Collaborate with Global Executive Director to oversee and lead the execution of PLI’s organizational strategy.
5. Team Leadership - Provide leadership, development and day-to-day oversight for administrative department directors and third-party accounting, finance, payroll and IT service providers. Promote

a culture which supports PLI's mission, drives employee engagement, prioritizes collaboration and fosters a "work smarter, not harder" approach. Lead team to build trusted relationships with both internal and external constituents and stakeholders.

EXPERIENCE

The ideal candidate would possess the following experience:

- 5-7+ years of progressive experience with operations and/or administration management.
- A strong business and financial acumen, including budget management and prior P&L ownership. Ability to take financial data and analyze/visualize data to provide recommendations.
- Strong technology skills, including a solid proficiency with MS Office (Outlook, Word, Excel, PowerPoint, Teams), Google Workspace, and an aptitude for learning new systems. Experience with Salesforce or similar CRM technology is preferred.
- Strong relationship-building skills, an executive presence, an ability to serve as a credible resource within the organization, and a well-honed ability to collaborate and to influence internally, externally, and cross-functionally.
- Prior experience managing a high performing team and creating a healthy team culture, emphasizing teamwork, collaboration, and accountability.

QUALIFICATIONS

- Heart and passion for a "mission-driven" church and the training of its leaders
- Organized and detail oriented
- Excellent verbal and written communication skills
- Interpersonal and relational skills
- Warm & hospitable
- Passion for clarity
- Continuous improvement mindset
- Critical thinker, offering suggestions and solutions for improvements
- Adaptable and flexible
- Enthusiastic and positive attitude