



## **About CLI**

**Christian Library International** is a prison ministry which began in 1996 and now serves 1,600 prisons. CLI exists to glorify God by leading prison inmates to Christ and then discipling them. We do this by providing God's word through books, Bibles, Bible studies, CDs, DVDS and tracts. We connect with inmates by mail and disciple them through three correspondence Bible study programs.

## **Operations Manager Job Description**

**Date Posted:** September 6, 2018

**Position Title:** Director of Operations

### **Purpose and Scope of the Role:**

Responsible for Administration and Operations of CLI's five major departments:

- Programs
- Development
- Shipping
- Marketing
- Finance & HR

Future development and oversight of

- Human Resources
- Information Technology
- Facilities
- Training and Learning Services.

He will also lead CLI's strategic planning and budgeting process.

- Communicates and keeps staff updated and motivated on strategic plan progress and other matters of importance and interest.
- Assists Executive Director on special projects.
- Works closely with Board and Board Ministry Teams to prepare all Board books and materials for each meeting and report as needed.

### **Principal Duties / Responsibilities:**

- Leads, manages, coaches and holds staff accountable for achieving agreed-upon commitments for optimal performance. Provides regular performance reviews and recommends salary increases. Oversees the selection and development of staff. Participate in new staff member orientation and presentations. Participate in all staff meetings.

- Provides executive oversight of CLI's financial activities including developing budget and oversight. Achieves or exceeds planned P&L objectives. Provides financial updates to leadership, including Executive Director. Reviews contracts and other legal matters.
- Integrates all major operating functions of CLI. Ensures everyone is rowing together in the same direction. Models the way, always working toward the greater good of the ministry. Ensures excellent staff communications, performance management, staff relations, appropriate support structures and systems, effective wellness and benefit programs, effective orientation, and solid staff development and training programs are in place. Confirms that all key messages are properly and consistently flowing across the organization. Ensures that everyone is in the know. Verifies that a high level of effective communication exists throughout CLI.
- Oversight to the strategic planning process and annual development and marketing plans. Oversees the day to day implementation of the strategic and annual plans. Works with the Executive Director to ensure that organizational structures and resources are available in order to accomplish mission and ministry objectives. Assesses accomplishments against annual plans monthly. Supports special projects as assigned by the CEO. Resolves issues effectively—seeing real problems, being comfortable with conflict, calling out the problems, and solving the problems in a practical and healthy manner. Ensures the leadership team is healthy, functional, and cohesive. Ensures that everyone is truly following and adhering to CLI's core values, processes and operating systems with consistency. Demonstrates effective project management skills.
- Effectively collaborates with the Executive Director and stays on the same page. Maintains a high level of mutual respect with Executive Director. Realizes the unique contributions and ideas that the Executive Director has, and possesses an ability to filter and translate those ideas into functional plans for the ministry.

### **Experience Requirements:**

- Minimum Bachelor's Degree in Business or relevant area.
- 5-10 years experience in executive leadership and management of multiple functional areas with Board interaction and strong customer service emphasis. 4-6 years budget management or related financial management experience, technology and facilities.

### **Organizational Information:**

**Department:** Administration

**This position reports to:** Executive Director

**Classification:** Exempt  
**Personnel Type:** Full time

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