



**South America Mission**

REDEEMED LIVES | BEAUTIFUL CHURCHES | TRANSFORMED COMMUNITIES

**Title:** **Operations Director / COO**

**Reports to:** Executive Director / CEO

**Location:** Fort Mill, South Carolina

### **Organization and Position Overview**

South America Mission is a nonprofit religious organization dedicated to proclaiming the good news of the kingdom of God throughout Latin America by focusing on discipleship, church multiplication, leadership training and community impact. Our vision is succinctly expressed as “Redeemed Lives, Beautiful Churches, Transformed Communities.”

The South America Mission (SAM) Chief Operations Officer (COO) reports to the Executive Director as a member of the senior leadership team, leading strategy implementation and sharing in spiritual leadership of the organization. The COO is responsible for leading the organization in the day-to-day activities that align with our vision, mission, and identity and reinforcing a culture that honors the Lord and reflects the gospel. The right person will be energized by the opportunity to do ministry with the senior leadership team reporting to the Executive Director in a way that will amplify the gifts of each person. The COO will join and prosper the organization into its next season of ministry while valuing the legacy and learning of our history.

### **Position Summary**

- Provide leadership and support for the implementation of a multi-year organizational strategy that drives improvements to key performance indicators.
- Ensure that the day-to-day operating activities involved in running the organization are optimized and cost effective to support sound decision-making and enhance effectiveness.
- Dimensions of the role may include (but are not limited to) human capital management (including organizational design), facilities planning, project portfolio management, performance measurement, process management, governance (including policies and routines), communication strategy and financial oversight.

### **Key Responsibilities and Duties**

- Leads human capital management (organizational design, U.S. staff management), office facilities planning/property management; drives resolution for resource re-allocation prioritization issues by facilitating dialogue supported by data/metrics
- Acts as a technical/functional master; makes decisions on tactical issues that impact the organization
- Oversees the implementation of policies and procedures in support of the strategy
- Drives innovation, process improvements and change management; leads projects that foster standardization and consistency
- Analyzes and supports senior management on area data (financial, headcount, etc.) and performance metrics; owns and drives performance measurement
- Drives and oversees meeting planning in support of organizational projects and objectives
- Influences the development of new strategic initiatives
- Acts as liaison to the Board of Directors for corporate and governance matters

**Additional Responsibilities may include:**

- Inter-departmental project coordination and management of area initiatives; oversees projects by monitoring and tracking risks, issues and action items
- Communication strategy: ensure consistency in messaging; cascade key strategic messages and embed appropriately into communication to ensure understanding and engagement
- Implementation of policies for managing risk throughout the organization
- Technology and operational systems; identify new technologies and trends which offer alternative solutions; uses knowledge of the business, operating models and systems to proactively develop relevant ideas for new/improved uses of technology to drive results
- Legal activities, including agreements, contracts, leases, and other documents
- Support of financial oversight functions (budget, forecasting and monitoring)

**Professional and Personal Characteristics:**

- Recognized thought leader who actively seeks to develop others
- Capitalizes on talents of others; enables individual growth
- Strong communication skills, both written and verbal, across all levels
- Innovative problem solver; demonstrated effectiveness in addressing complex matters
- In-depth knowledge of Scripture and practice of applying appropriate biblical principles to situations
- Highest ethical integrity
- Self-motivated; enjoys a fast-paced, demanding environment
- Ability to maintain a high level of discretion and confidentiality
- Faith in Jesus Christ as Savior and history of spiritual growth expressed in a God-honoring lifestyle and participation in a local church
- Passion for God's global mission; commitment to the purpose and mission of SAM

**Professional Qualifications**

- Bachelor's degree or greater
- 5 years (minimum) experience managing staff and strategy for a medium or large sized organization
- Management and business experience required; Non-profit experience preferred
- Experience with international mission work
- Software and technology proficiency
- Spanish or Portuguese ability preferred

Please download and complete our Employment Application:  
[southamericamission.org/join-sam/opportunities/u-s-staff/](https://southamericamission.org/join-sam/opportunities/u-s-staff/)

Send your employment application, resume, and cover letter to: [resumes@southamericamission.org](mailto:resumes@southamericamission.org)