



Senior Director, Integrated Operations

Location: 10 Carnforth Road, Toronto with ability to work remotely

Are you interested in joining our team in this exciting and re-energized adventure providing people access to God's Word? The Canadian Bible Society (CBS) is looking for a dedicated Senior Director, Integrated Operations who is the second-in-command of the Development, Marketing & Communications (DMC) department.

As the operational integrator, the Senior Director will report to the Vice President of DMC and own the coordination, prioritization, and sequencing of all DMC work. The seven core DMC areas of focus and their respective Directors will report operationally and directly into this role for coaching, performance management, and day-to-day direction. The Senior Director makes the entire department run optimally and is accountable for the operational health and integrated output of DMC.

As Senior Director this role will elevate the DMC strategy to ensure next level results and sets digital direction across email, social, paid, and web; makes channel investment decisions; holds vendors accountable for strategic results; and ensures the digital donor journey is coherent.

The successful candidate is operationally rigorous, digitally fluent at the senior level, and knows how to build trust and inspire team-based results.

Key responsibilities:

Central Intake & Prioritization:

Own the intake process for all new DMC initiatives, projects, and requests. Evaluate every new initiative against three gating criteria: organizational alignment, expected ROI, and team capacity. Reject or defer initiatives that do not meet the threshold. Maintain the department's initiative pipeline. Coordinate with teams outside DMC (National Programs, Scripture Resources, Quebec Operations etc) to manage incoming requests and protect DMC capacity.

Cross-Functional Coordination & Sequencing:

Ensure campaigns and initiatives flow through the operating structure in an integrated way, from direction through execution. Manage dependencies between seats. Surface tradeoffs and conflicts early. Own the sequencing of major initiatives across the department to prevent overload. Enforce decision clarity and timelines. Coordinate events and donor trip logistics across the department.



Operational People Management:

Serve as the day-to-day operational manager for all eight director-level seat owners. Conduct regular check-ins, coaching conversations, and performance reviews. Manage operational matters including leave approvals, workload balancing, and team logistics. Support seat owners in defining and tracking their quarterly priorities and progress indicators. Free the VP from routine people management so that senior leadership capacity is protected.

Weekly Meeting Rhythm & Accountability:

Facilitate the weekly DMC Leadership Meeting using the established structure. Own the Open Items Board. Track action items week to week. Conduct the weekly Direction Sync with the VP. Consistently surface the donor experience question: "What is the donor experiencing right now across our touchpoints?"

Reporting, Visibility & Continuous Improvement:

Maintain an operational dashboard showing initiative status, team capacity, and key decisions. Provide the VP with regular updates on departmental health. Identify process improvements and propose adjustments to the operating structure. Support the 90-day structure review.

Digital Direction & Social-First Architecture:

Own the overall digital direction for CBS across email, social, paid, and web. Architect and maintain a social-first approach where social media is treated as a core implementation channel governed by integrated direction across Brand, Comms, and Digital — not isolated as a single department. Make investment decisions about where to scale, where to sunset, where to hold. Set the digital roadmap, including NextGen channel and audience approach with the Director of Digital Experience.

Digital Performance Accountability & Investment:

Own digital performance accountability across all channels. Work with the Director of Digital Experience who is accountable for execution-level performance and reporting. Translate performance data into directional decisions. Present digital performance insights to leadership on a regular cadence.

Vendor Direction at Senior Level:

Set vendor direction and make the keep/replace/expand calls including digital vendor and agency relationships. Approve digital contracts and budgets at the senior level. Day-to-day vendor coordination sits with the Director of Digital Experience.

Requirements

- Must have 10+ years of progressive senior leadership experience spanning both operational integration and digital direction at an organizational level.
- Demonstrated experience as an operational integrator at an organizational level with senior leaders reporting to them.
- Track record of directly managing multiple director-level reports in a cross-functional setting, with full accountability for their coaching, performance, and operational delivery across multiple areas of expertise.
- University degree in business administration, operations management, marketing, digital media, communications, or related field. Equivalent experience will be considered.
- Demonstrated experience understanding complex functions and systems within a business or non-profit and proven success leading integration and optimization.
- Demonstrated understanding of fundraising and donor relations.
- Demonstrated experience of PR and Communications.
- Demonstrated experience setting digital direction at an organizational level — making successful channel investment decisions across email, social, paid, and web. Experience architecting social-first or integrated digital operating models will be prioritized.
- Demonstrated experience with initiative intake, prioritization frameworks, and project sequencing at a departmental level.
- Strong track record of facilitating senior leadership meetings and driving groups toward clear decisions.
- Proven track record of managing vendor and agency relationships with clear accountability for results.
- Experience with digital fundraising, donor journeys, acquisition, cultivation, and conversion at an organizational scale.
- Working command of analytics platforms (Google Analytics or equivalent), email marketing systems, CMS platforms (WordPress), and social media tools — at the senior level. Hands-on platform execution is not the focus of this role.
- Familiarity with CRM integration, marketing automation, and data-informed decision making.
- Preference for non-profit or mission-driven organization experience.
- Comfortable operating behind the scenes to make the department run without needing personal recognition – big egos need not apply.
- Trusted by peers and senior leadership — someone people naturally turn to when things need to get sorted out at scale.
- Comfortable making investment decisions: where to allocate budget, which channels to scale, which to sunset, which vendors to keep.



- Strong communicator who can facilitate senior leadership meetings, mediate between competing priorities, and clearly articulate digital performance to non-technical leadership.
- Data-driven mindset with the ability to turn analytics into actionable insight.
- Able to hold director-level reports and external vendors accountable in a way that is firm but respectful, without micromanaging.
- Systems thinker who sees patterns, bottlenecks, and opportunities for improvement across operational and digital domains.
- Must live in the GTA and be able to commute to the Toronto Office as needed.

What does the Canadian Bible Society Do?

We are an interdenominational organization partnering with individuals, churches, and organizations who similarly believe that God's Word changes hearts and lives. Whether in support of Canadian youth who are searching for hope or those affected by human trafficking in partnering countries, we continue to proudly contribute to the spiritual development of the people we reach, both in Canada and overseas. As we celebrate more than 110 years of ministry in Canada and abroad, the Canadian Bible Society (CBS), is uniquely poised to fulfill its mission to translate, publish, distribute, and encourage engagement with the Christian Scriptures.

To Apply:

Please **forward your CV along with a cover letter detailing your interest in this position** and the Canadian Bible Society, to humanresources@biblesociety.ca.

Qualified candidates must be able to demonstrate a commitment to the core values and mission of the CBS. All offers of employment will be conditional upon the successful completion of reference checks, credit check and Police background check.