



# Director of Organizational Design & Systems

Full-Time, Salary Position

Christ In Youth  
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Joplin, MO 64801  
417.781.2273

**Purpose:** This position will serve as the chief architect of how work flows through CIY. You will carry the authority to mandate workflow standards across departments, with the responsibility to do so with the emotional intelligence and servant posture our culture demands.

**Missional Alignment:** CIY calls young people to Christ and to Kingdom Work through the local church. Every system this role builds exists to protect that mission — freeing our staff to give their best energy to the young people we exist to serve, not to broken processes.

**Reports to:** VP of Culture

## Core Responsibilities

- Platform Ecosystem & Integration**
  - You will govern the architecture, integrations, and operational rhythms of our core stack: Trello (execution), Microsoft Teams (communication), and 15Five (performance).
  - You will connect these platforms through automation and logic so they enforce our internal accountability frameworks, most critically our GPS Protocol for workflow accountability.
- Process Engineering & System Health**
  - You will serve as the curator of CIY's organizational System Log.
  - You will practice double-loop learning: identifying root causes of systemic friction, engineering permanent solutions, and reporting monthly to the Directional Team on systemic health, upgrades, and priorities.
- AI Strategy & Automation**
  - You will lead CIY's operational AI strategy — not as a developer, but as a pragmatic deployer of existing tools.
  - You will research, procure, and implement generative AI and agentic workflows to eliminate manual data entry, reduce rework loops, and multiply staff capacity. Low-code/no-code integration platforms (Make, Zapier, and equivalents) will be your primary workbench.
- Change Management & Adoption**
  - You will own the adoption curve. Using high emotional intelligence and proven change management methodology, you will guide 80+ staff through the J-Curve of behavioral change.
  - You will identify and cultivate internal early adopters as champions, and you will coach resistant team members with patience and clarity — never compromising their dignity in the process.
- Process Mapping & Onboarding Infrastructure**
  - You will document the current-state workflows of every department, surfacing the hidden shadow work that drains capacity.
  - You will map lean future-state processes and build the onboarding infrastructure so that every new hire at CIY enters optimized systems from day one.

## Professional Characteristics

- The Systems Thinker.** You have a proven background in operational excellence, Lean/Agile methodologies, or organizational design. You see the invisible strings — the ones that connect a misconfigured Trello board to a burned-out event director. You think in systems, not incidents.
- The SaaS Operator.** You maintain expert-level fluency in the modern B2B SaaS landscape. You know how to evaluate, negotiate, and integrate the right third-party tools — and you know which problems do not need a new tool at all. You have an opinion about Make vs. Zapier. You have a list of AI tools you are already using.
- The AI Pragmatist.** You are a power-user of modern AI who understands exactly how to deploy LLMs, AI-integrated workflows, and agentic tools to reduce operational drag without adding technology debt. You separate signal from hype.
- The Change Agent.** You possess the rare combination of high emotional intelligence and high accountability standards. You know how to hold people to a process without making them feel managed. You understand that resistance to change is not obstruction — it is human nature — and you meet it with empathy and patience.
- The Servant Leader.** You view process optimization as an act of love. You believe that clear expectations, functioning systems, and the elimination of unnecessary friction are among the most valuable things a leader can give their team. You see the Imago Dei in every person you are asking to change — and that changes how you ask.

## Qualifications

### Required

- 5+ years of experience in operations management, organizational design, business systems, or a directly adjacent field.
- Demonstrated success leading organizational change initiatives with measurable adoption outcomes.
- Hands-on experience with workflow automation tools (Make, Zapier, or equivalent).
- Proficiency with collaboration and performance platforms (experience with Trello, Microsoft Teams, and/or 15Five is strongly preferred).
- Demonstrated AI tool fluency — you can show us what you have built or automated.
- Strong written and verbal communication skills; able to translate complex systems concepts for non-technical staff.
- Active, maturing Christian faith and alignment with CIY's mission and cultural pillars.

WE CALL YOUTH TO CHRIST AND INTO LIVES OF KINGDOM WORK THROUGH HIS CHURCH.

## Preferred

- Formal training or certification in Lean, Agile, Six Sigma, or organizational design.
- Experience in nonprofit, ministry, or event-driven organizations.
- Familiarity with change management frameworks (Prosci ADKAR, Kotter, or equivalent).
- Experience building internal onboarding or L&D infrastructure.

## Compensation & Time

1. Full-time (40 hours/week), salary exempt
2. Generous Benefits package including but not limited to Health, Dental, 401k, PTO
3. Travel: Limited travel to evaluate systems at events

## Cultural Expectations

At CIY, we uphold the following attitudes under the banner of Servant Leadership Theory. These attitudes are our guiding principles, and we are passionate about living them out in our work.

1. **Live by the Spirit** - Galatians 5:22-26; Philippians 2:1-5; 1 Corinthians 2:3-5
2. **See the Imago Dei** - Genesis 1:26-27; Romans 8:29; Ephesians 4:22-24
3. **Own our Outcomes** - Colossians 3:23-24; Galatians 6:4-5; 1 Thessalonians 4:11-12; Ephesians 4:2-3
4. **Collaborate with Purpose** - Ecclesiastes 4:9-10; 1 Corinthians 12:14-21; Romans 12:4-5; Proverbs 15:2
5. **Play it Forward** - Proverbs 17:22; Ecclesiastes 3:12-13; Psalm 126:2; Romans 12:11; Philippians 4:4

These five attitudes are our foundational values, and we are committed to upholding them in all that we do. At CIY, we are proud to work in an organization that embodies these attitudes, and we invite all our staff to sign this document and join us in this pursuit of excellence.

### **APPLY:**

**To apply, please email the following to [ciyhr@ciy.com](mailto:ciyhr@ciy.com)**

- Your resume or professional profile.
- A cover letter (no more than one page) that answers: What is the most complex organizational system you have built or fixed — and how did you do it?
- Optional but strongly weighted: A brief (2–3 minute) video or Loom introducing yourself and why CIY's growth challenge resonates with you.