JOB DESCRIPTION

| **TITLE** | CHIEF OPERATING OFFICER (NOT-FOR-PROFIT)  |
| --- | --- |
| **Reports To**  | [Insert Title] |

**Job Purpose**

The Chief Operating Officer (COO) at [organization name] is accountable for taking the organization’s vision and translating it into an actionable business plan. The COO is also responsible for everyday operations and internal matters as well as aligning the organization’s daily operations with its business strategy and long-term objectives.

The COO is crucial to the [organization name]'s overall performance. While the COO may seek advice on important matters from the CEO, this role is ultimately accountable for making all decisions pertaining to operations.

The COO will embody the values of [organization name], fostering a culture of excellence, collaboration, and innovation while ensuring compliance with regulatory standards and ethical practices.

An outstanding COO is a natural leader with exceptional management capabilities and solid communication skills. The COO is process-driven, highly analytical, and able to strategically implement decisions.

**Duties and Responsibilities**

Overall Responsibilities:

Strategic and Operational Leadership:

* Translating the [organization name]’s vision, mission, and overall direction into actionable items for business operations.
* Working closely with the board of directors to define, create, and implement corporate objectives and KPIs and track their success.
* Formulating and implementing strategic plans to direct the organization’s operation strategies.
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Financial Management:

* Directing the financial management of the organization and setting financial priorities.
* Establishing financial and administrative controls.
* Supporting the preparation of annual budgets.
* Setting comprehensive goals for business performance and growth.

Team and Personnel Management:

* Assisting in identifying, recruiting, training, and creating a strong team of employees.
* Supervising, instructing, and managing personnel from various departments.
* Evaluating department heads and reviewing their work progress regularly.

Compliance and Policy Implementation:

* Supervising organizational activities to ensure compliance with regulatory and legal requirements.
* Establishing and implementing policies and procedures as required.

Stakeholder and External Relations:

* Developing relationships with stakeholders, stockholders, and other relevant parties.
* Managing external partner and vendor relationships.
* Representing [organization name] in civic and professional association obligations and activities.

Risk Management and Performance Evaluation:

* Identifying potential hazards and opportunities within the organization.
* Analyzing and interpreting data and metrics.
* Evaluating [organization name]’s success in reaching its goals.

Client Support and Public Engagement:

* Organizing support for clients to improve client satisfaction.
* Providing overall leadership and direction to staff, ensuring organizational commitments are fulfilled.

General Responsibilities:

* Soliciting counsel and guidance when necessary.
* Writing and submitting reports to the CEO in all matters of importance.
* Ensuring smooth operation of the business while maintaining tight control of budget and variances to budget.
* Performing other related duties.

**Qualifications**

* A master’s degree in business, marketing, finance, or a related field is preferred.
* Proven financial management skills with formal training or credentials (such as CPA) are advantageous.
* X years of proven, successful professional experience in a leadership role such as an Operations Manager or Director, ideally within [INSERT INDUSTRY] and the nonprofit sector.
* Demonstrable competency in strategic planning and business development, focusing on aligning these strategies with the nonprofit's mission and goals.
* Significant experience in identifying strategic partnerships and business improvement initiatives to enhance organizational performance and achieve mission-driven results.
* In-depth knowledge of diverse organizational functions and principles, such as program management, donor relations, community engagement, and human resources.
* Working knowledge of data analysis and performance/operation metrics to inform decision-making and measure organizational impact.
* Proficiency in the use of MS Office and other related software (e.g., financial management, ERP), which is crucial for efficient management and administration.
* Knowledge of the non-profit industry’s legal rules and guidelines, as well as familiarity with the latest trends and best practices in nonprofit management.

**Core Competencies**

* Visionary leadership with the ability to rise to challenges, take risks responsibly, and actualize strategic plans.
* Exceptional communication skills, both verbal and written.
* Proficient in working within a team, understanding group dynamics, and fostering positive working relationships.
* Strong ability to interpret financial reports, mitigate risks, and make informed, decisive financial decisions.
* Comprehensive understanding of Human Resources, Marketing, Sales, and other key business functions.
* Proven leadership and organizational skills.
* Executive presence and the ability to maintain composure in high-stress environments.
* Advanced strategic, analytical, and planning skills, adept at managing day-to-day responsibilities in a dynamic environment.
* Detail-oriented with the capacity to multitask and manage multiple projects and priorities simultaneously.

**Working Conditions**

* Extended working hours as required.
* May require a considerable amount of travel.
* This role may require extended periods of office work.
* This role may require extended periods in front of computer/phone screens.