

Sample COO Job Description

(Operations/Administration-Focused)

Position Description

XYZ Nonprofit

Chief Operating Officer

Organization

Founded in 1990, XYZ Nonprofit's mission is...

We do this by...

For more information, please visit www.XYZnonprofit.org

Position

Reporting to the chief executive officer and as a peer to the three program vice presidents, the chief operating officer (COO) will be responsible for enhancing the internal organization processes and infrastructure that will allow XYZ Nonprofit to continue to grow and fulfill its mission. With a direct staff of four, the COO will manage the following functions:

Financial Management and Oversight

Working with the Director of Finance, manage and oversee all financial and business planning activities, including:

- Direct and administer all financial plans
- Oversee business policies and accounting practices
- Review and analyze financial reports
- Support and advise the CEO in decision making
- Lead and support organizational budgeting process

Oversee reporting and monitoring of organizational performance metrics.

Provide overall financial oversight and monitoring.

Ensure that relevant financial data is presented to the CEO and senior management team.

Boston

535 Boylston St., 10th Floor

Boston, MA 02116

P 617 572-2833

F 617 572-2834

New York

3 Times Sq., 25th Floor

New York, NY 10036

P 646 562-8900

F 646 562-8901

San Francisco

465 California St., 11th Floor

San Francisco, CA 94104

P 415 627-1100

F 415 627-4575

Human Resources

Working with the director of human resources, manage and oversee the human resource function for XYZ Nonprofit, including:

- Recruitment, hiring, and compensation
- Benefits administration and oversight
- Professional training and development, including new employee orientation
- Retention strategies
- Regulatory oversight and legal compliance

Ensuring that the human resource function is properly resourced and represented within the senior management team.

Operations

Oversee risk management and legal activities: letters of agreement, contracts, leases, and other legal documents and agreements

Business insurance: procurement, monitoring and management

Information technology – working with the manager of information technology, ensure the ongoing maintenance and updating of information systems and infrastructure, including hardware, software, and ASP applications

Organizational reporting and monitoring: provide guidance and leadership through management of the XYZ Nonprofit metrics and measurement reporting process

Office management: oversee administrative functions for all XYZ Nonprofit offices nationwide, ensuring smooth daily operations of physical plant and equipment

Board of directors – working with the CEO provide staff support and guidance to the XYZ

Nonprofit board and act as staff liaison to relevant board committees

Qualifications

Minimum of a BA, ideally with an MBA; CPA preferred

Strong operational experience: ideally has worked in a senior management role for 10+ years in a socially responsible organization with progressive experience leading to at least three years experience in operational/administrative management

Demonstrated experience in financial planning and analysis with previous experience overseeing human resources, information technology, and legal

Skills should include organizational development, personnel management, budget and resource development, and strategic planning; demonstrated success developing and monitoring systems to manage both operational and programmatic work that involve high levels of collaboration
Excellent people skills, with an ability to partner with a dynamic leadership team
Personal qualities of integrity, credibility, and commitment to the mission of XYZ Nonprofit
Flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems

XYZ Nonprofit is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.

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