

## Sample COO Job Description

### (Program-Focused)

#### Position Description

**XYZ Nonprofit**

**Chief Operating Officer**

#### Organization

Founded in 1987, XYZ Nonprofit's mission is...

We do this by...

For more information, please visit [www.XYZnonprofit.org](http://www.XYZnonprofit.org)

#### Position

Reporting to the Chief Executive Officer (CEO), the Chief Operating Officer (COO) is responsible for leading and managing a comprehensive array of services and programs. The COO will lead five regional directors and more than 10 program models delivered across the 40 sites with a program staff of 500. S/he will review on an ongoing basis services being offered and develop new programs as needs emerge. S/he will be responsible for all activities pertaining to licensure, human rights, personnel, finance, and contracts. The COO will inform the chief executive officer, and ultimately the board of directors, of all program issues and accomplishments.

The COO will partner with her/his peers—the chief financial officer and the directors of human resources, information technology, quality improvement, and corporate communications—while also being responsible for all program planning, organizing, operating, and staffing. S/he is responsible for developing, implementing, and managing the program aspects of the annual budget in conjunction with the chief financial officer and CEO. S/he is responsible for ensuring that 123 Nonprofit's services are in compliance with all federal, state, funding, and city regulations, certifications, and licensing requirements. Finally, the COO will assist the CEO in planning, organizing, and implementing public and private fund-raising initiatives.

#### **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

## Responsibilities

Provide effective and inspiring leadership, as well as stewardship, of 123 Nonprofit by being actively involved in all programs and services. Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement. Promote regular and ongoing opportunities for all staff to give feedback on program operations.

Lead a high performing team of regional and program directors to the next level by further developing and implementing recruitment, training, and retention strategies.

Partner with the CEO to represent 123 Nonprofit with external constituency groups, including community, governmental, and private organizations.

Ensure that all program activities operate consistently and ethically within the mission and values of 123 Nonprofit.

Prepare and submit an annual operational budget to the CEO and CFO for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.

Ensure the continued financial viability of 123 Nonprofit's program/service units through sound fiscal management. Provide programmatic leadership and input for all strategic planning processes with the CEO and staff.

## Qualifications

At least 10 years of professional experience overall, with a minimum of five years of senior-leadership experience supervising seasoned staff operating multiple human services programs across a broad geography. Solid educational background including an undergraduate degree and an MBA or similar advanced degree.

Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO and board of directors.

Can point to tangible examples of reporting and program measurement and evaluation.

Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of effectiveness and programmatic impact.

Passionate about 123 Nonprofit's mission and able to promote and communicate the philosophy, mission and values of 123 Nonprofit to external and internal stakeholders.

Ability to travel 50% of the time to provide on-site leadership for multi-state operating units and programs.

### **Compensation**

This is an outstanding opportunity to lead a highly-effective nonprofit's program area and partner with the CEO and senior management team. 123 Nonprofit will offer a competitive compensation package including base salary, bonus, health, 401k and vacation benefits.

123 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.

**Bridgestar** ([www.bridgestar.org](http://www.bridgestar.org)), an initiative of the Bridgespan Group, provides a nonprofit management job board, content, and tools designed to help nonprofit organizations build strong leadership teams and individuals pursue career paths as nonprofit leaders.