

Sample Job Description: Chief Operating Officer (Program-Focused)

This sample job description is an illustration of a program focused chief operating officer. In contrast to the operations/administrative-focused nonprofit chief operating officer, some COOs are responsible primarily for programs, while the ED, the chief financial officer, or another senior executive oversees the more administrative functions.

Feel free to use and modify this sample job description to help you create one for your organization.

Sample 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.

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. She or he will review on an ongoing basis services being offered and develop new programs as needs emerge. She or 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. She or he is responsible for developing, implementing, and managing the program aspects of the annual

budget in conjunction with the chief financial officer and CEO. She or he is responsible for ensuring that XYZ 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.

Responsibilities

- Provide effective and inspiring leadership, as well as stewardship, of XYZ 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 XYZ 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 XYZ 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 XYZ 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 XYZ Nonprofit’s mission and able to promote and communicate the philosophy, mission and values of XYZ Nonprofit to external and internal stakeholders.
- Ability to travel 50 percent 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. XYZ Nonprofit will offer a competitive compensation package including base salary, bonus, health, 401k and vacation benefits.

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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