

Job Description: Chief Operating Officer (COO)



Status: Full-time, non-exempt

Salary: \$120,000-145,000, depending on experience

Location: St. Paul, MN

Reports to: President and CEO

Supervises: 5-6 staff

Position overview

The Chief Operating Officer (COO) directly relates to the President & CEO, providing critical operational leadership as needed to ensure the organization operates at the highest level of productivity possible. This position serves as a key member of the executive management team. The COO, in collaboration with the President & CEO, the Chief Strategy and Impact Officer (CSO), and the Chief Programs Officer (CPO,) will articulate the strategic vision of the agency and provide leadership to ensure internal and external priorities of the organization are implemented.

The COO oversees infrastructure work areas, including finance, grants management, human resources (HR), technology, facilities, and office management. Staff in these work areas are primarily located in the Twin Cities.

The COO creates and actively contributes to organizational excellence, builds an equitable and high-performing culture, and ensures operational procedures, policies, and practices are appropriately aligned. On behalf of the President & CEO, the COO also provides high-level representation and support to the board of directors as needed.

About us

Esperanza United mobilizes Latinas and Latin@ communities to end gender-based violence. Formerly Casa de Esperanza, Esperanza United was founded in 1982 by a small group of persevering Latinas as an emergency shelter in St. Paul, Minnesota. We continue to ground our work in community strengths and wisdom, as we serve Latin@s locally and nationwide.

Core responsibilities

- Leadership, staff management, and organizational strategy
 - › Integrate the philosophy, values, and mission of Esperanza United.
 - › Work closely with the President & CEO and leadership teams to provide direction and management and ensure that organizational priorities are communicated and achieved.

- › Model leadership to sustain a positive work environment that embodies Latin@ cultural strengths, interdependence, and communalism.
- › Actively foster and contribute to staff professional development through mentorship and coaching.
- › Actively participate in team meetings, workgroups, and organization-wide initiatives, for example, our anti-racism work group.
- › Apply new learnings, approaches, and practices to core position responsibilities and activities.
- › Team with the CSO and CPO as needed to ensure key projects and events in need of additional operational support are successful.
- › Directly supervise operational directors, working with them to develop and ensure effective management and supervisory oversight.
- › Provide assistance and guidance on how to troubleshoot operational and staff performance challenges.
- › Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and efforts.
- › Implement yearly staff development plans.
- › Serve as liaison to key government agencies and major funders as appropriate and as requested by the executive leadership team.
- › Maintain high-level communication and backup support with the board of directors as needed.
- › Other duties as assigned.
- Operations oversight and management
 - › Oversee day-to-day operations, including finance, general admin, human resources, grants management, technology, and facilities.
 - › Oversee development and update of operational and human resources policies and procedures.
 - › Work with the executive leadership team and other management staff to ensure that all areas of the organization work collaboratively, and have the resources and support needed to manage their work areas effectively and efficiently.
 - › Establish annual work plans process and ensure integration is aligned with other areas of the organization as needed.
 - › Oversee the annual budgeting process. Work with the executive leadership team, the finance director, and others, to ensure a timely and accurate budget development process is achieved and the budget is presented and approved by the finance committee and Board of Directors.
 - › Ensure sound fiscal management oversight is achieved across the organization.
 - › Work with the CSO and the CPO to determine staffing plans across the organization to ensure budgets and organizational goals and objectives are achieved.

- › Ensure that the organization's services and practices are in compliance with all federal, state, and city regulations; funding requirements; certifications; and licensing requirements.
- › Ensure that all operational and programmatic contracts meet established requirements and are monitored accordingly.

Qualifications

- Master's Degree in nonprofit management, public administration, business, or other relevant degree program strongly preferred. An equivalent combination of education and demonstrated experience and training will be considered.
- A minimum of eight years of progressive leadership experience in a nonprofit and/or other relevant environments.
- A minimum of three years in a COO, Vice President, or similar position.
- Five-eight years of supervisory experience.
- Expertise in one or more of the following service areas: finance, HR, admin, grants management, and technology.
- Comprehensive working knowledge of organizational planning and design, organizational structure, budgeting, and administrative operations.
- Demonstrated experience managing high-performing teams, including providing professional development and mentorship.
- Demonstrated ability to analyze and compile complex data for planning and reporting purposes.
- Proven track record and leadership in change management, including systems change to enhance internal systems and organizational efficiencies.
- Excellent communication skills, both written and oral, with the ability to represent the organization externally with a wide range of stakeholders.
- Excellent technology skills, proficiency in a variety of programs, including Microsoft Office applications, QuickBooks and/or other financial systems, Coalition Manager, or other databases.
- Experience working with, or a strong understanding of, Latin@ communities.
- Strong relationship builder with the ability to find common ground, build consensus, and strengthen collaboration among diverse internal and external stakeholders.
- Ability to successfully navigate in a fast-paced, outcomes-driven, and entrepreneurial environment.
- Passion for Esperanza United's mission and purpose and an ability to communicate passion to others.
- Demonstrated commitment to the values of diversity, inclusion, and empowerment.
- Bilingual in English and Spanish is a plus.

Work environment

Esperanza United strives for diverse, equitable, and inclusive work environment and does not discriminate on the basis of race, color, religion, creed, national origin, sex, age, (dis) ability, marital status, sexual orientation, gender identity, language, place of residence, political affiliation, veteran status, status regard to public assistance, or any other class protected by local, state, or federal law.

Travel requirements

Occasional local travel required.

The above statements are not intended to encompass all functions and qualifications of this position; rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description.

To apply

Please send a resume and cover letter, with salary requirements, that includes how your skills and experience meet the qualifications of the position in one PDF format, to humanresources@esperanzaunited.org. The subject header should include "Your name application - COO."

Applications will be reviewed on a rolling basis with a priority for those submitted by November 21, 2022. The position will be open until filled.