



Habitat for Humanity[®]

Roaring Fork Valley

CHIEF OPERATING OFFICER

Title: Chief Operating Officer (COO)	Employment Status: Full-time
Department: Affiliate Leadership Team	FLSA Status: Exempt
Reports to: Chief Executive Officer (CEO) Apply to: Careers@HabitatRoaringFork.org	Supervises: Director of Retail Operations, Project Manager, Site Supervisor, Development and Innovation Lead, Director of Family Services and Volunteer Coordinator

SUMMARY:

Working in close and continuous collaboration with the Chief Executive Officer (CEO), Chief Financial Officer, and the leadership team. The COO is responsible for driving the organizational goals, strategic and annual plans, and mission impact. The COO will lead a variety of interrelated business units to achieve the organization's mission, create a financially sustainable model for long term operations, and build the organization's capacity. Leading with the organization's mission principles and culture code as the guide, the COO will supervise the team leaders for Real Estate Development, Construction, Homebuyer and Volunteer programs, and the ReStore.

This position requires an executive leader who is passionate about Habitat for Humanity's vision and mission, has experience leading diverse business units simultaneously, demonstrates a high level of emotional intelligence, operates comfortably in a dynamic, opportunity-driven culture, and a talented people manager who excels at building relationships.

ESSENTIAL FUNCTIONS:

Strategic and Organizational Leadership

- Identify and analyze risk associated with organizational strategies and growth opportunities.
- Identify and initiate opportunities with the CFO to reduce expenses, create increased operational efficiencies and leverage assets/resources to increase the organization's capacity for impact.
- Strengthen operational systems and processes to improve cross functional communication and decision making for current and future projects and growth strategies.

- Develop/refine, implement, and maintain a system for tracking and reporting on all aspects of operational processes and service programming.
- In collaboration with the CFO ensure that accurate and consistent data collection and evaluation of programmatic efforts is a priority throughout the organization.
- Maintain a working knowledge of best practices and trends in the fields of affordable housing, residential construction, mortgage services, home improvement retail, and nonprofit management.

Construction Operations

- Work with the Project Manager, Site Supervisor, and Construction Team to deliver quality housing products in a timely manner while maximizing the engagement of volunteers in the construction process. Manage construction schedules and costs within established budgets and deadlines with the Project Manager and Development and Innovation Lead.
- Work with the Development and Innovation Lead to pursue land opportunities and build community relationships with key stakeholders.
- Oversee the Modular Production Facility and Education Center strategy, build-out, and implementation to a fully functioning factory.

ReStore

- Work with ReStore Director of Retail Operations to achieve annual sales and profitability targets by encouraging efficiency of operations and new program development to support sales at aggressive targets in conjunction with the organization's strategic plan.
- Coordinate marketing efforts with the Director of Retail Operations for ReStore campaigns and alignment with the profitability targets.
- Develop annual business plans to support the organization's strategic goals.
- Oversee HR, supports the Director of Retail Operation in providing feedback for employee reviews.

People and Cultural Leadership and Supervision

- Enhance the organization's culture by reinforcing cultural values and champion the utilization of volunteers throughout the organization's programs.
- Work with leadership to build and foster a healthy, equitable, diverse, and inclusive culture.
- Lead, motivate and develop high performing teams across multiple programs and deepen cross functional understanding, communication, and workflow.
- Provide leadership and guidance in goal setting, problem solving, resource management and outcome achievement; work with teams to develop annual work plans and measurements for personnel accountability and program efficiencies.
- Provide real-time, constructive feedback on staff's performance, encourage professional development, and identify career paths for team members.
- Identify ways to grow mission impact, monitor program activities for critical path processes and adapt to impacts of dynamic markets.
- Ability to provide strong leadership to staff in all operational departments.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Mission Oriented
 - Believes in Habitat's mission and values and consider them as a framework for all professional decisions.
- People Oriented
 - Provides motivating leadership to the leaders of construction, land acquisition, volunteer engagement, ReStore and to various board committees.
- Results Oriented
 - Ensures adherence to established timelines and budgets always seeking operational improvement. Is committed to a positive experience for families who choose to participate in the building process.
- Personal Development Oriented
 - Committed to ongoing professional development for self and for staff.
- Effective and proactive team player; collaborative in nature; a networker with exceptional relationship-building and presentation skills.
- Transparent communicator; authentic listening skills; able to gain confidence and trust of others through honesty and accountability.
- Highly inclusive; demonstrates high emotional intelligence and leads by example.
- Makes decisions and solves problems independently and effectively.
- Positive, optimistic outlook that fosters a productive and upbeat work environment.

SUPERVISORY CONTROLS:

COO reports to the CEO and serves on the organization's Leadership Team with CFO, overseeing the Project Manager, Director of Retail Operations, Development and Innovation Lead, and Volunteer Coordinator/Family Services Director

GUIDELINES:

CEO will provide general guidance from a management perspective by identifying large scale goals and objectives to meet organizational needs.

SCOPE AND EFFECT:

All work must comply with applicable laws related to non-profit management.

COMPLEXITY:

Responsibilities involve a variety of interrelated tasks. Procedures vary based upon management requirements. Strong communication (writing, interpersonal, public speaking) and analytical/quantitative skills will be essential with the ability to manage multiple projects under deadlines.

CONTACTS:

Individual has frequent contact with other staff, volunteers, media, clients, stakeholders, vendors, external private/public entities, and government agencies for the exchange of information and to solve problems and discover opportunities.

PHYSICAL DEMANDS:

Ability to lift up to 50 lbs.

WORK ENVIRONMENT:

Work is typically performed in an office environment but does involve work at construction sites on occasion, requiring a hard hat; and other various locations for events.

SUPERVISORY RESPONSIBILITIES:

Will provide direct leadership, oversight, training, and supervision to ReStore, Construction, Volunteer Service personnel and other individuals as designated in coordination with the CEO.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's degree. Master's in Business or Nonprofit Management preferred.
- Minimum 10 years of senior management experience. Experience with Habitat for Humanity is helpful.
- Strong communication (oral/written) and listening skills. Bi-lingual preferred.
- Strategic vision with ability to manage tactically.
- Self-starter with ability to work both independently and with staff and volunteers.
- Strong knowledge of technology with the ability to leverage it to improve operations and communication. Experience with Google Workspace and Microsoft Office will be necessary for efficiency. Knowledge of Buildertrend, Quickbooks, and Shopify is beneficial.
- Process mapping and change management experience are highly desired.
- Strong leadership skills with ability to develop staff and volunteers through personal example as well as implementation of formal training programs and other processes.

COMPENSATION AND BENEFITS

The salary range for this position is currently \$100,000 – 125,000 per year. Initial compensation is determined based on the successful applicant's qualifications and experience above the minimum requirements. Benefits offered include health insurance (medical, dental, and vision), performance base bonus, simple IRA retirement plan with 3% employer match, up to 3 weeks of vacation, holiday, and sick time

For consideration, qualified applicants should send resume and cover letter to the Habitat for Humanity RFV Search Committee at Careers@HabitatRoaringFork.org.