



Chief Operating Officer (COO) Job Description

We are looking for an ambitious and self-driven Chief Operating Officer (COO) to join our team! As Chief Operating Officer (COO) at HopeWorks, a Christian faith-based 501c3 organization, you will be responsible for overseeing the overall business operations strategy as this is crucial for our growth and success.

The COO is a crucial member of our senior management team, who reports to the Chief Executive Officer (CEO). In this position, you'll have to manage and control diverse business operation and function, so we expect you to be a hardworking and inspiring leader.

If you, in addition, have great people skills, excellent business acumen, are self-driven and have an outstanding work ethic, we would love to hear from you!

COO – Responsibilities

- Design, plan and implement business strategies, plans and procedures
- Set comprehensive goals for business growth and success
- Establish policies and procedures that promote company culture and vision
- Oversee daily operations and the work of executives (Operations, Student Services, Adult Education, Administration, Human Resources, Finance). Ensure compliance of all objectives of Federal, State and Local grants.
- Lead employees to encourage maximum performance and dedication
- Analyze and interpret data and metrics
- Create reports to the CEO in all matters of importance
- Take the lead in expansion activities

COO – Requirements

- Previous working experience as COO or relevant role for 5 years
- BS/BA in Business Administration or similar relevant field: MS/MA/MBA is a plus
- In-depth knowledge of different business functions such as HR, Finance, marketing etc.
- Hands on experience in fundraising, strategic planning and business development
- Good knowledge of data analysis and KPIs
- Familiarity IT/Business infrastructure
- Outstanding organizational, time management, interpersonal and leadership skills
- Great communication and presentation skills
- Problem-solving mindset