



Chief Operations Officer

Position: Full Time / Salaried/ Exempt

Supervisor: Chief Executive Officer (CEO)

SUMMARY: The Chief Operations Officer (COO) oversees all operations for the organization with a focus on day to day tasks and administration. He/She has both internal and external facing responsibilities including program management, customer service, human resources, and administration. The COO partners with the CEO and Chief Development Officer (CDO) on organizational strategic planning and growth. The COO works closely with the Chief Financial Officer (CFO) for HR, financial requests, and federal grant compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Operations Management:

1. With CEO, structure, build and lead teams in meeting organizational mission, vision and values.
2. Lead and manage the internal operations of OSDTN in a cost-efficient manner within legal and regulatory requirements.
3. With CEO and senior leadership team, develop fiscal policies, annual operating budget plus design/evaluate metrics to measure client and development efforts.
4. With CEO and CDO, improve OSDTN's visibility and relations with the general community, funding agencies, donors, volunteers, clients and all others who support OSDTN's mission; As needed, represent OSDTN to the community through outreach, presentations, media exposure, events and correspondence.
5. With CDO, oversee fidelity of grant programs.
6. With Facilities, Maintenance and IT manager, lead and oversee facilities and information technology operations and improvements.
7. With appropriate managers, lead and oversee program execution in accordance with grant, donor and/or agency requirements.
8. Assist CEO and Board of Directors in development of strategic plan and execute the plan accordingly.

People Management:

1. With CEO and managers, hire and maintain qualified staff, develop and execute operating policies and procedures, performance evaluation system, and staff training.
2. Identify best practices in human resources and ensure all policies and procedures are kept relevant.
3. Supervise all managers and oversee managers' supervision of their employees.

QUALIFICATIONS:**EDUCATION AND/OR EXPERIENCE:**

Bachelor 's Degree, or higher, in business, management or related fields. Ten years' experience in senior management of a nonprofit, foundation or government agency preferred.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Veteran preferred.
- Comprehensive knowledge of the Middle Tennessee region's veteran, community, employment services and resources.
- Excellent organizational, multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Ability to make decisions, conclusions and develop a course of action based on analysis of data.
- Ability to motivate clients and staff toward success.
- Compassionate, energetic and team focused.
- Comfortable in individual, group and public speaking environments.

BENEFITS:

This position is full-time salaried at 40 hours/week. Benefits include a liberal paid time off policy, 401K and limited healthcare plan.

HOW TO APPLY:

A resume and cover letter should be submitted to jobs@osdtn.org. No phone calls please. Selected candidate must pass a drug test and background check.