

Position: Chief Operations Officer

Summary: The Chief Operations Officer (“COO”) serves as a senior operational leader responsible for strategic and operational leadership, execution, and management of core functions that drive growth and impact. This role builds and manages partnerships with businesses, churches, volunteers, and community leaders, oversees program design (LifeWorks and industry academies), and ensures seamless connections between job seekers, participants, and opportunities.

The COO also leads shared services functions (marketing, communications, IT, HR contractors, and vendor management), financial management (budgeting, forecasting, compliance, and 990), and data & analytics to inform strategy and decision-making. While not directly responsible for philanthropy or board governance, this role supports CEO-led donor and board initiatives through operational alignment, reporting, and execution. This role reports to the CEO/President and involves strategic execution, team leadership, financial oversight, and project-managing transformational change to scale programs, regions, and impact.

People Management:

Responsible for overseeing programs, partnerships, shared services, and data-driven functions, creating an environment where employees thrive and organizational goals align with team well-being and success. Direct reports include: Program Director, Partnerships Director, and leaders for shared services, finance, and operational support roles.

Essential Job Functions:

- Integrates biblical principles and a Christian worldview into leadership and organizational practices.
- Shapes and evolves program design to align with long-term strategic goals and community needs that prepare under-resourced communities with biblically integrated life and work skills, resources, and employment pathways.
- Collaborates with the CEO to deliver on multi-year growth strategies, including regional expansion and industry academies beyond healthcare.
- Leads partnerships (business, church, community) while supporting CEO in donor relationship alignment.
- Provides operational support for CEO-led fundraising and donor engagement, without direct ownership of philanthropy strategy.
- Drives operational excellence and manages strategic transformational initiatives that increase scalability, efficiency, and long-term impact.
- Represents JP with partners, volunteers, and community organizations to build engagement.
- Oversees financial operations with a focus on strategic resource planning and sustainability, while also managing financial operations: budgeting, forecasting, financial reporting, compliance, and 990 preparation.
- Oversees shared services: marketing, IT, HR (contract-based), vendor relationships, and infrastructure.
- Leads data & analytics initiatives, establishing KPIs, dashboards, and reporting for programs, finances, and organizational performance.

- Leverages data insights to shape organizational strategy, measure outcomes, and drive continuous improvement.
- Ensures scalable and high-quality program delivery (LifeWorks and emerging academies).
- Develops risk mitigation strategies, ensures compliance, and maintains operational integrity.
- Provides operational and performance updates to CEO and Board, supporting governance but not leading it.
- Leads, mentors, and develops a high-performing leadership team, fostering a culture of collaboration, accountability, and continuous improvement.
- Inspires and motivates employees to work towards common goals and fosters a positive organizational culture.
- Encourages professional growth, talent retention, and succession planning within the organization.
- Conducts and oversees performance management processes that ensure clear feedback to staff while identifying training and development needs.
- Maintains transparency, accountability, and integrity in all aspects of the organization's operations.
- Partners with the CEO/President and Board in long-term planning, succession strategy, and overall mission alignment.
- Performs all other duties as assigned by the CEO/President.

Key Leadership Behaviors

- Consistently demonstrates all Jobs Partnership's Core Values
- People Leadership
 - Articulates a compelling vision and inspires others to work towards it
 - Fosters a collaborative work environment, promotes teamwork, and empowers employees to contribute their best
 - Actively listens, encourages open dialogue, and provides timely feedback
 - Builds strong relationships with stakeholders and external partners to drive collaboration and achieve shared objectives
 - Comfortable interacting with all levels and offering opinions
 - Ability to influence and persuade at all levels
 - Motivates and inspires top performance
 - Exceptional coaching skills (ability to provide clear, actionable feedback and performance coaching)
 - Strong developer of talent with a clear succession plan in place
 - Possesses high emotional intelligence:
 - Self-aware of own emotions and behavior
 - Expresses emotions appropriately and understands impact to others
 - Comfortable interacting with all audiences
 - Displays empathy, caring and sensitivity
 - Motivated beyond external rewards
 - Humbly learns from successes and mistakes
 - Doesn't look to blame others or make excuses
- Problem Solving
 - Data-driven insight and strategic foresight to inform scaling and impact.

- Transformational leadership: skilled in project-managing significant organizational change.
- Cross-functional integration: aligns programs, partnerships, finance, and shared services under unified priorities.
- Ability to think strategically and envision the future direction of the organization
- Ability to make difficult decisions in a timely manner, considering available information and weighing potential risks and rewards
- Ability to gather input from various sources, analyze data, and confidently make informed decisions
- Ability to navigate unique and changing situations successfully and quickly
- Identifies complexity, is resourceful and creates simple solutions
- Adaptability and agility in responding to emerging trends, technological advancements, and evolving job seeker and participant needs
- Prioritizes long-term goals and is proactive in identifying and seizing opportunities that align with the organization's vision, mission, values, and strategic goals
- Understands bigger impacts to Jobs Partnership and is focused on the entire organization being successful
- Comfortable with complexity, ambiguity, and explaining thinking to others
- Anticipates potential opportunities and is open to thinking through problems with varied perspectives
- Asks thoughtful, probing questions and actively listens to uncover trends, themes, and patterns
- Builds strong relationships and promotes collaboration across departments helping to drive a holistic approach to decision-making
- Strong intellectual curiosity
- Resourcefulness
- Resilience
- Personal Characteristics
 - Deep commitment to Kingdom work and following Jesus as their personal Lord and Savior
 - High regard for and obedience to the Bible as the ultimate authority
 - Leads authentically
 - Demonstrates passion, enthusiasm, and confidence
 - Motivates employees, instills a sense of purpose, and builds strong organizational culture
 - Ability to handle challenges, setbacks, and ambiguity
 - Leads with integrity and sets high ethical standards for the organization, promoting the same throughout the organization
 - Acts with honesty, transparency, and fairness in all their interactions
 - Possesses keen strategic mindset and the ability to see the big picture
 - Is a lifelong learner
 - Invests in their personal and professional development, and encourages others to do the same
 - Encourages a learning culture within the organization and fosters a growth mindset
 - Ability to handle distractions and the unexpected, particularly in times of immense stress
 - Pleasant, approachable demeanor

Qualifications:**Education/Experience**

- Bachelor's degree required
- Masters degree, preferred (Business, Nonprofit Leadership, Management)
- Eight to ten years of senior operational leadership experience (VP/COO equivalent preferred)
- Demonstrated expertise in program oversight, partnerships, shared services management, financial operations, and data-driven decision making
- Nonprofit or Christian based mission-driven experience, preferred

Key Requirements:

- Passion for Kingdom work
- Deep commitment to Christian faith
- Integrates biblical principles and a Christian worldview into leadership and organizational practices
- Possesses strategic thinking abilities and the ability to develop and execute a clear vision organizationally
- Possesses strong operational management skills overseeing multiple departments and functions, ensuring consistent quality standards, and optimizing operational efficiency
- Fosters a collaborative work environment, promotes teamwork, and empowers employees to contribute their best
- Actively listens, encourages open dialogue, and provides timely feedback
- Builds strong relationships with stakeholders and external partners to drive collaboration and achieve shared objectives
- Excellent communication and interpersonal skills
- High level of attention to detail
- Expert conflict resolution skills

Physical Demands:

- Prolonged periods of stationary office work (writing, working on a computer, sitting at a desk, phone calls) up to 8 hours at a time
- Occasionally climb, bend, twist, kneel, crouch, squat, and balance neck while performing other tasks
- Lift items up to 15lbs, infrequently

Salary Range: \$85,000 - \$100,000

Jobs Partnership is committed to making reasonable accommodations for individuals with disabilities consistent with the requirements of federal, state, and local laws and regulations