



**Fuller Center provides affordable childcare and well-rounded support system with comprehensive, family-centered care**

#### **MISSION**

To embrace, educate, and empower hardworking, under-resourced families and children to achieve their full potential.

#### **VISION**

To be the leading organization providing access and opportunities for all children and families to help build a strong and vibrant community.

**Title:** Chief Operating Officer (COO)

**Hours:** Full Time/ Exempt

**Reports to:** CEO

**Description/Overview:** The Chief Operating Officer (COO) is a key leadership role within our nonprofit organization, responsible for overseeing the daily operations and ensuring the efficiency and effectiveness of all organizational processes. The COO will work closely with the executive team to coordinate, develop and implement strategies that align with the organization's mission, vision, and goals. This role requires strong leadership, strategic thinking, and a passion for making a positive impact in the community.

#### **RESPONSIBILITIES/JOB DUTIES**

1. Operational Leadership
  - Provide strategic direction and leadership to all operational areas of the organization, including program management, finance, human resources, technology, and administration.
  - Develop and implement operational policies, procedures, and systems to streamline processes and maximize efficiency, in partnership with executive team.
  - Collaborate with department heads to set goals, monitor progress, and ensure alignment with organizational objectives.
  - Identify opportunities for improvement and innovation in operational processes and implement solutions accordingly.
2. Financial Management
  - Work in partnership with the CFO on the organization's budgeting, financial planning, and reporting processes.
  - Work closely with the finance team to ensure accurate financial records, compliance with regulatory requirements, and sound fiscal management.
  - Monitor financial performance against budget and provide regular reports to the executive team and Board of Directors.
  - Identify potential funding sources and opportunities for revenue generation to support the organization's mission and programs, in partnership with grants manager and Advancement Team.

3. Program efficiency
  - Collaborate with program leaders to develop and implement innovative programs that advance the organization's mission and objectives.
  - Ensure that programs are effectively designed, implemented, and evaluated to achieve desired outcomes.
  - Monitor program performance and impact, guiding adjustments as needed to optimize results.
  - Influence a culture of continuous learning and improvement within the organization's programs.
4. Oversees Facilities/Maintenance, Technology, and Food Services
  - Provides support and guidance to Director of Facilities, Maintenance and Food Services.
  - Provides oversight of technology needs and assets
5. Human Resources and Talent Management
  - Oversee human resources functions, including recruitment, hiring, onboarding, performance management, and professional development.
  - Ensure compliance with employment laws and regulations and promote a diverse and inclusive work environment.
  - Provide leadership and support to staff members, fostering a culture of collaboration, accountability, and high performance.
  - Identify opportunities for talent development and succession planning to build a strong and resilient team.
6. Strategic Planning and Organizational Development
  - Collaborate with the executive team and board of directors to develop and implement strategic plans that guide the organization's growth and impact.
  - Monitor external trends and developments in the nonprofit sector and adjust organizational strategies accordingly.
  - Lead organizational change initiatives as needed to support strategic priorities and improve operational effectiveness.
  - Build partnerships and collaborations with other organizations, stakeholders, and community leaders to advance the organization's mission and goals.

This job description is intended to convey information essential to understanding the scope of the COO's position and is not exhaustive. Duties and responsibilities may be subject to change based on organizational needs and priorities.

## **EDUCATION/EXPERIENCE/QUALIFICATIONS**

### **1. Education**

- Bachelor's degree in business administration, nonprofit management, public administration, or a related field (Master's degree preferred).

### **2. Experience**

- Minimum of 7-10 years of senior leadership experience in nonprofit management, with a proven track record of success in operational leadership, financial management, and program development.
- Demonstrated ability to build and maintain effective relationships with diverse stakeholders, including staff, board members, funders, and community partners.

### **3. Qualifications**

- Strong understanding of nonprofit governance, compliance, and best practices.
- Excellent leadership and communication skills, with the ability to inspire and motivate staff, board members, and stakeholders.
- Strategic thinker with the ability to develop and implement long-term plans and initiatives.
- Commitment to the organization's mission and values, with a passion for social impact and community engagement.

### **SALARY & BENEFITS**

- Highly competitive, market-based compensation with health and retirement benefits
- Fuller Center is an equal opportunity employer and a drug-free workplace

### **TO APPLY**

Email your résumé to [Jobs@fullrcenterfl.org](mailto:Jobs@fullrcenterfl.org). Include a cover letter describing the following:

- Why you are choosing to pursue this position?
- What expertise and experience uniquely qualify you to lead the organization?
- What you hope to contribute to the organization and those it serves?