



Mission: Empower individuals and engage communities to end domestic violence.

Job Title: Chief Operating Officer	Salary: \$135K - \$150K
Reports To: Chief Executive Officer	FLSA: Salaried, Exempt
Supervises: Director of Programs, Director of Administration, Director of Community Engagement and Director of Finance	
Location: Amesbury with frequent visits to other offices Newburyport and Lawrence.	Date: July 2024
To apply, please send your resume to Elizabeth Morin, lmorin@jeannegeiger.org	

Who We Are:

The Jeanne Geiger Crisis Center is a nonprofit organization that provides comprehensive services to meet the complex needs of adult and child survivors of domestic violence. We have offices in Newburyport, Amesbury, and Lawrence, Massachusetts.

The Center is committed to social and racial justice and to creating a diverse, inclusive, and equitable society. We are an equal opportunity employer and are dedicated to fostering an environment where people from all backgrounds and lived experiences thrive and feel they belong.

Through our organization values, we commit to:

- Provide empathetic and trauma-informed services.
- Center social justice and equity.
- Use a strengths-based, survivor-led approach.
- Work collaboratively within our communities.
- Practice with heart and a holistic mindset.

We invite you to join us in our mission to empower individuals and engage communities to end domestic violence, and to elevate voices and learn from those most impacted by gender inequity, racism, oppression and ongoing marginalization.

As an equal opportunity employer, we are committed to workforce diversity and hiring people with diverse backgrounds and life experiences. Survivors, people who are

bilingual/bicultural, people of color, people with disabilities, and members of the LGBTQ+ community are strongly encouraged to apply.

Primary Responsibilities:

The Chief Operating Officer (COO) plays a critical role in advancing the mission of Jeanne Geiger Crisis Center (JGCC) by ensuring the delivery of high-quality programs and services to the communities we serve as well as having day-to-day oversight of JGCC programs and program delivery, organization finances, as well as HR/IT and facilities.

This role works closely with the CEO and is a member of a seven-person leadership team to determine strategies to best fulfill the organization's mission. The COO fosters an environment that promotes trust, engagement, and accountability as well as forwarding our commitment to being an anti-racist organization.

COO supervises Director of Programs, Director of Administration, Director Community Engagement and Director of Finance.

Major Duties:

- Oversee the day-to-day operations and ensure the organization is always in sync with its goals.
- Based on our business model, culture, and collaborative needs (internal and external), the COO will analyze current operations and make changes to operations to improve efficiency and effectiveness within teams and across teams.
- Provide executive leadership and oversight of core programming, overseeing operational revenues, budgets, planning, procedures, processes, and service delivery.
- Analyze current operations and make changes improve efficiency and effectiveness within and across the organization.
- Ensure that all program activities operate in compliance with contracts, regulations, policies, procedures, and ethics, and aligns with JGCC's mission, vision, values, and strategic plan.
- Lead a team of high-performing, motivated and dedicated people using effective training, development, and employee engagement practices.
- Foster a culture of diversity, equity, and inclusion, ensuring a welcoming and inclusive environment for both staff and clients.
- Actively participate in the development of funding proposals and new initiatives.
- Engage with the Board of Directors, primary funders, and other key external stakeholders around organizational impact and plans for the future.
- Attend meetings with funders as well as other prescribed network meetings.
- Assist in recruiting for open positions, conduct interviews to ensure alignment between candidate qualifications and organizational needs.
- Assist with grant writing and other fundraising campaigns.
- Assume other duties as required.

Knowledge/Skills/Experience Required:

- At least 10 years of professional experience, in operations and program management including fiscal, human resources, and IT.
- Knowledge of administrative experience in a broad range of human service programs/services and delivery systems.

- A commitment to ending violence and promoting social change is a must.
- Understand and celebrate gender diversity and gender/racial/Queer justice.
- Must have cultural awareness, experience in working with diverse populations is a plus, and a passion for working to bring about social justice and change.
- Individuals with lived experience and/or from marginalized communities are highly encouraged to apply.
- Strong relationship builder and communicator with experience leading diverse work teams, engaging community partners, and collaborating with a senior level leadership team.
- Passionate about mission, able to communicate and promote the mission, vision, values and strategic objectives of JGCC to external and internal stakeholders.
- Hands on experience in nonprofit fundraising, strategic planning, and business development.
- Outstanding organizational and time management skills.
- Excellent interpersonal and leadership skills.
- Great communication and presentation skills.
- Bilingual English-Spanish preferred but not required.