



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

Job Title: Chief of Operations	Salary Range: \$135 - \$150K FLSA: Full-time, Salaried Exempt
Reports To: Chief Executive Officer	
Supervises: Director of Programs, Director of Administration, Director of Community Engagement and Director of Finance	
Location: Amesbury with frequent visits to other offices in Newburyport and Lawrence.	Date: August 2024

Scope and Function:

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. This is accomplished via day-to-day oversight of the leaders of our JGCC Programs and Program Delivery group, our organization’s Finance group, and our Administration group (HR, IT and facilities).

The essence of this role is to serve as the Executive Director’s second in command and to provide outstanding leadership within the JGCC team, while serving a strategic role in our collective process of advancing the organization’s mission. This role works closely with the CEO and the Executive 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 of Community Engagement and Director of Finance.

Responsibilities include:

Leadership

- Provide executive leadership for core programming, oversee operational revenues, budgets, planning, procedures, processes, and service delivery.
- Ensure that all program activities operate in compliance with contracts, regulations, policies, procedures, and ethics, and align 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 and champion, a culture of diversity, equity, and inclusion, ensuring a welcoming and inclusive environment for both staff and clients

Strategy and Advancement

- 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 with grant writing and other fundraising campaigns

Operations

- Oversee the day-to-day operations and adjust as necessary, ensuring the organization is always in sync with its goals
- Analyze current operations and make changes improve efficiency and effectiveness within and across the organization
- Work with ED to set Operations budget and maintain budget alignment
- Assume other duties and responsibilities, as assigned

Knowledge/Skills/Abilities Required:

- Goal-oriented leader with a proven record of accomplishment, including the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment
- Knowledge of administrative experience in a broad range of human service programs/services and delivery systems
- 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
- Knowledge of different business operations such as HR, Finance, programs management etc.
- Clear understanding of issues related to domestic violence, race equity, intersectionality
- 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.
- Personal commitment to ongoing anti-racism work
- Familiarity with IT/Business infrastructure
- Outstanding organizational and time management skills
- Excellent interpersonal and leadership skills
- Great communication and presentation skills, focusing on respect, clarity and supportive communication
- Problem-solving mindset and ability to troubleshoot with staff

Experience and Education Required:

- At least 10 years of professional experience, with a minimum of five years of senior leadership experience, operating multiple human services programs
- Experience in program management including fiscal experience and senior staff supervision
- Hands on experience in nonprofit fundraising, strategic planning, and business development.
- Masters in Nonprofit Administration preferred but not required.