**COO / Head of Operations**, Faith-based nonprofit

**Location:** Baton Rouge, LA (local or regional candidates preferred)

*Connectly Recruiting* has been engaged on a search for a Head of Operations / COO for a Baton Rouge faith-based nonprofit.

**About the Client:** Our client operates thrift stores and several shelter/residential programs that serve at-risk and homeless populations throughout the greater Baton Rouge region. It is a flagship location of a large international charitable organization, with a history of serving the most vulnerable of Greater Baton Rouge for over 100 years. Through one-to-one contact, food programs, shelters, and other programs, our client strives to alleviate suffering, while promoting each individual's dignity and integrity. Our client's services include Disaster Relief, Food Services, Shelter / Housing, Stores & Distribution Centers, and Prescription Assistance.

**About the Position:** This is a newly created position reporting to the CEO. Long term, for an exceptionally successful candidate, there is the potential to succeed the CEO. This position is being created to complement the CEO's focus on the mission and vision of the organization while working in close partnership with the COO to provide broader community impact (resulting from the COO's direct impact driving growth and efficiency). You may be a fit for this role if you're a mission-driven team player; you listen to your people and facilitate a collaborative high-performance team with measurable results. To the extent that you are personally passionate about the mission, and professionally inspired to develop and monitor KPIs linked to the mission, you will be wildly successful in this role.

**About the Opportunity:** This could be a game-changing career move; as the first COO / Head of Operations, you will enjoy a greenfield opportunity to structure operations for maximum effectiveness and implement best practices to optimize productivity and increase revenue generated for operations. If you are passionate about the mission and the opportunity to address multiple process improvement initiatives, you will thrive here. There is significant untapped potential and the opportunity for genuine hero value. We're looking for a COO who has the maturity to understand the mission and understands the importance of motivating a team -- by connecting that mission to specific KPIs in order to achieve it.

**Responsibilities:** The successful candidate for COO / Head of Operations will have a proven track record of performing all or most of the following responsibilities:

- Leading and mentoring a team of leaders with widely diverse backgrounds: you'll be overseeing daily operations for the program directors for our client's thrift stores, shelter, pharmacy and dining ministries. Implementing efficient processes and standards to optimize performance.
- Collaborating with the CEO and other executives to develop and implement the company's strategic plans. Identifying opportunities for growth and operational improvements.
Fostering a mission-driven organizational culture. Facilitating change and managing people through change, working with your team leaders to collaboratively figure things out, define the metrics and achieve them.

Managing volunteers: the successful candidate will oversee Volunteer Coordinator and Programs

Demonstrated ability to clearly articulate staff expectations to best implement the mission; take ownership of what this looks like from a metrics standpoint and figure out how to close the gap.

Establishing performance metrics and monitoring key performance indicators. Cultivating an environment committed to continuous improvement.

Requirements: Besides a proven track record of performing all or most of the responsibilities above, the successful candidate must meet the following qualifications and experience requirements.

- Bachelor’s degree required; MBA or master’s degree preferred
- 8+ years of nonprofit experience, at least three years in a senior management role
- Stable work history: no change of employers in less than two years unless reasons documented
- Strong alignment with the mission and passionate about making an impact based on the neighbors the organization is committed to serving.
- 360-degree references who can attest to your interpersonal effectiveness and emotional intelligence: that you clearly exude a sincere belief in the mission and care for the person in front of you, demonstrating directness, and organization without sacrificing kindness
- Professional, business-like, ability to stay calm and collected, even in stressful situations, able to prioritize the mental well-being of others

This information is for job posting purposes only. Official job description will be provided during selection process.

To Apply: Please send resume to christina@connectlyrecruiting.com.