



www.makewayforbooks.org  
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**POSITION DESCRIPTION:** Chief Operating Officer (COO)

**REPORTS TO:** Chief Executive Officer (CEO)

**SUPERVISES:** Assigned Staff

**FLSA STATUS:** Exempt

**CATEGORY:** Staff – Regular

**FULL TIME/PART TIME:** Full Time (1.0 FTE)

**SALARY RANGE:** \$82,000 - \$92,000 DOE

### **POSITION SUMMARY**

The Chief Operating Officer (COO) oversees organization operations and is responsible for implementing, overseeing, and improving processes to support the strategic direction, growth, financial health, and overall efficiency of the organization.

### **Key Responsibilities**

- Serves as second-in-command to the CEO and as a member of the senior leadership team.
- Provides development and oversight of operational functions related to finance, human resources, technology, compliance, and facilities.
- Leads collaboration with senior leadership for the successful execution of initiatives and tasks related to operations, technology, and staffing.
- Provides training and support to leaders on operational systems and processes.
- Prepares, submits, and distributes applicable monthly, quarterly, and annual reports.
- Participates in the strategic planning and visioning process of the organization and ensures effective implementation of operational and other related initiatives of the strategic plan.
- Collaborates with the CEO and Board to ensure that Board goals filter effectively into long-term organizational strategies.
- Responds to and investigates complaints from staff, clients, or stakeholders, takes appropriate corrective action as needed, and escalates to the CEO when applicable.
- Develops and implements policies and procedures to support effective operations.
- Establishes productive working relationships among staff to ensure the organization operates profitably and productively.
- Builds and maintains partnerships with vendors, clients, and stakeholders.
- Administers activities related to contracts and works with funders, vendors, agencies, and other internal and external stakeholders to ensure contract compliance.
- Provides oversight and direction on facility operations including vendor contracts, maintenance schedules, and safety plans.

- Develops and implements safety and risk management plans and ensures operations adhere to safety protocols.
- Identifies technology needs, implements and assesses solutions, directs short- and long-term technology planning, and ensures systems support the organization's operational needs and growth.
- Collaborates with the CEO to plan, develop, and implement Human Resources (HR) functions including talent acquisition, onboarding, compensation planning, benefits administration, employee relations, personnel actions, and policy development.
- Maintains awareness of applicable local, state, and federal regulations and ensures regulatory compliance of the organization's policies, procedures, and practices.
- Provides fiscal oversight and ensures adherence to applicable departmental budgets.
- Supports the cultivation of a high-performing senior leadership team and plays an active role in attracting, retaining, and developing a best-in-class staff.
- Collaborates with the CEO and Development team to participate in identifying and cultivating corporate, individual, and foundation sponsors.
- Supports the CEO in advising the Board of relevant matters related to operations and provides relevant reports and information as needed.
- Occasionally serves as a public representative of the organization along with or on behalf of the CEO and maintains current and active participation in regional and community partnerships.

### **Minimum Qualifications**

- Bachelor's Degree in Business Administration, Finance, Economics, or related field.
- 5 years' progressive leadership experience with operational and administrative oversight; at least 3 years' experience as a director or executive leader.
- Knowledge of technology systems and processes including computer systems, hardware, software, and IT security.
- Knowledge of Human Resources functions and practices.
- Knowledge of facilities and maintenance functions and practices.
- Effective leadership skills with ability to direct, delegate, and motivate staff.
- Computer proficient in MS Office suite other common business software.
- Skilled in data analysis and reporting with ability to create and present reports and provide interpretation and guidance to decision makers.
- Knowledge of process improvement and change management.
- Knowledge of budget preparation procedures with ability to assist in budget development and manage operating budget.
- Excellent problem resolution and critical thinking skills with ability to exercise initiative and independent judgment.
- Exceptional written and verbal communication skills.
- Excellent project and time management skills with ability to delegate and follow up on project tasks and adhere to project deadlines.

### **Preferred Qualifications**

- Master's Degree in Business Administration, Finance, Economics, or related field.
- Senior leadership experience at a nonprofit or social impact organization.

### **Physical Demands/Working Conditions**

- This position requires a minimum of 40 hours per week and occasional weekends and evenings.
- Will be required to work extended periods of time in front of a computer screen.
- Intermittent physical activity including bending, reaching, and lifting heavy boxes.
- Ability to lift up to 20 pounds and climb a ladder.
- Ability to work in diverse weather for outdoor events: heat, cold and wind.

THE INTENT OF THIS POSITION DESCRIPTION IS TO PROVIDE A REPRESENTATIVE SUMMARY OF THE ESSENTIAL DUTIES PERFORMED BY INCUMBENTS OF THE POSITION. INCUMBENTS MAY BE REQUIRED TO PERFORM OTHER JOB-RELATED TASKS OTHER THAN THOSE SPECIFICALLY PRESENTED IN THIS DESCRIPTION.

### **PRE-EMPLOYMENT SCREENINGS**

Make Way for Books conducts pre-employment screenings for all positions, which may include a criminal background check, verification of academic credentials, licenses, certifications, and work history. In addition, a check of names and identification documents is conducted on all new employees to ensure they are legally authorized to work in the United States. Make Way for Books is an EEO/AA – M/W/D/V Employer.

Make Way for Books does not and shall not discriminate on the basis of race, color, ethnicity, religion (creed), gender, gender expression, gender identity, age, national origin (ancestry), citizenship, economic circumstances, disability, marital status, familial status, sexual orientation, veteran status, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of programs and services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, and vendors. All MWFB staff members are expected to join with and uphold this commitment.

**To apply:** Please e-mail a resumé, cover letter, and contact information for three references to [hrteam@makewayforbooks.org](mailto:hrteam@makewayforbooks.org). The interview process will include multiple interviews and a presentation. The position will remain open until a qualified candidate is hired. Please, no phone calls.