



OPERATION GRATITUDE Executive Position

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| JOB TITLE: | Chief Operating Officer |
| DEPARTMENT: | Executive Staff |
| REPORTS TO: | Chief Executive Officer |
| LOCATION: | Chatsworth, California |
| TRAVEL: | 20% |

MISSION + VISION:

Mission: Our mission is to honor the service of our military and first responders by creating opportunities to express gratitude

Vision: We envision a future where all who serve believe the American people care

THE OPPORTUNITY:

Reporting to the Chief Executive Officer, The Chief Operating Officer (COO) leads and oversees the organization's ongoing operations. As a key member of Operation Gratitude's leadership, the COO manages the organization's internal and external operations, establishes policies and processes that promote organizational culture, and is critical to the development and execution of the strategic plan. The COO is responsible for the efficiency of the business, which includes setting and achieving comprehensive goals for performance and growth, leading employees across Programs, Volunteer Development, and Logistics staff. The COO will encourage maximum performance and dedication to the identification of operational requirements and logistics distribution and support the growth of volunteerism nationwide to increase Operation Gratitude's mission reach and impact. The COO role is a high-visibility position, requiring strong communication skills and the responsibility to positively represent the organization in the community and in the media. The COO must maintain the highest level of integrity and lead by example in all areas

OBJECTIVES OF THIS ROLE:

- Collaborate with the CEO and other organization leaders in setting and driving the organization's strategic plan, developing operational and financial management strategies, and identifying hiring needs
- Translate strategy into actionable operations goals for performance and growth
- Oversee organization operations and employee productivity; build a highly diverse and inclusive culture founded on equitable treatment; and ensure team members thrive and organizational outcomes are met
- Ensure effective recruiting, onboarding, professional development, performance management, and retention
- Adhere to organization policies and procedures and federal, state, and local business requirements; enforce compliance and take action when necessary

KEY RESPONSIBILITIES:

- Analyze internal operations and identify areas of process enhancement
- Set comprehensive goals for performance and growth
- Develop actionable business strategies and plans that ensure alignment with short-term and long-term objectives developed in tandem with the CEO
- Support the CEO and the CFO with key input for financial planning, budgeting, cash flow, investment priorities, and financial management practices and policies
- Plan, coordinate, and execute the operations portion of Operation Gratitude's approved budget
- Directly oversee Operation programs, logistics distribution, and volunteer development
- Maintain and build trusted relationships with key stakeholders: volunteers, donors, corporate partners, vendors, and others
- Promote volunteerism and hands-on volunteer activities throughout the organization and ensure staff are supporting positive volunteer experiences
- Establish policies that promote a culture of high performance and continuous improvement in accordance with the organization's vision
- Lead employees to encourage maximum performance and dedication; mentor and develop staff using a supportive and collaborative approach
- Establish and monitor staff performance and development of goals. Set objectives, establish priorities, conduct semi-annual performance appraisals, and recommend/administer salary adjustments
- Evaluate organizational performance by analyzing and interpreting data and metrics
- Write and submit reports to the CEO on all matters of importance
- Assist CEO in fundraising ventures as requested
- Participate in expansion activities
- Control company costs and introduce tactical initiatives to address safety, security, theft, fire, and other potential losses
- Prepare timely and accurate financial performance reports
- Employ various initiatives to coach employees to optimize their capabilities
- Prepare, schedule, and ensure attendance at all necessary employee educational seminars, including but not limited to safety, harassment, and discrimination classes
- Assess and implement improved processes and new technologies, and collaborate with management regarding the implementation of these improvements
- Other duties as requested by the CEO
- Expected to travel as necessary or as requested by the CEO

PROFESSIONAL LEVEL: Senior Executive; Managerial/Exempt

COMPENSATION: Salary is highly competitive and commensurate with qualifications and experience (\$190,000-\$230,000), a comprehensive benefits package will be provided. Relocation assistance, if needed.

Operation Gratitude is an equal opportunity employer

For more information about Operation Gratitude, please visit www.operationgratitude.com

To apply, please email your resume and cover letter to msisneros@operationgratitude.com