

**CFLEADS
POSITION DESCRIPTION**

Title:	CHIEF OPERATING OFFICER (COO)
Reports to:	PRESIDENT/CEO
Type:	Full-time Exempt
Location:	REMOTE
Salary:	\$165,000 to 182,029 <i>CFLeads does not hire above the posted range</i>

About CFLeads

CFLeads is a national network of community foundations working together to build strong communities. As the only national organization exclusively for community foundations, we work with hundreds of community foundations each year that are committed to increasing their local impact through community leadership.

CFLeads vision:

We envision a world in which community foundations are vital partners in building communities where all residents are prosperous, healthy, and secure.

CFLeads mission:

Our mission is to help community foundations build strong communities by advancing effective practices, sharing knowledge, and galvanizing action on critical issues of our time.

Position Description

Reporting to the President/CEO, the Chief Operating Officer (COO) serves as CFLeads' primary steward of internal operations, ensuring that the organization's strategy, priorities, and values are translated effectively into day-to-day practice. The COO oversees the systems, processes, and cross-team structures that support high performance, operational alignment, and a healthy organizational culture.

This role strengthens CFLeads' internal capacity so that the President/CEO can focus on strategic leadership, external relationships, financial health, and long-term vision. The COO oversees day-to-day internal operational alignment, including enterprise risk management, human resources, information technology, legal affairs, and cross-departmental coordination.

The COO ensures operational integrity, fosters organizational effectiveness, and promotes a positive, mission-aligned workplace culture. The COO acts on behalf of the President/CEO in their absence and serves as a trusted partner to the Executive and Leadership Teams, helping to drive accountability and performance across the organization.

Key Responsibilities

Leadership Expectations

- Model integrity, accountability, and inclusivity in all practices
- Serve as a trusted, thought partner to the President, contributing to organizational learning, continuous improvement, and cross-departmental cohesion
- Represent CFLeads internally and externally as delegated, maintaining the highest standards of professionalism and stewardship
- Act on behalf of the President in their absence to ensure organizational continuity
- Ensure cross functional collaboration through communications channels that fosters teamwork and transparency

Operations

- Steward day-to-day internal operations, ensuring operational alignment with strategic priorities
- With the President and CEO, the Senior Director of Programs and Strategy, translate the strategic plan—established by the President and Board—into annual work plans, measurable goals, and performance systems
- Lead enterprise-wide initiatives that improve collaboration, efficiency, and organizational capacity
- Maintain continuous communication with the President on critical operational and risk-related matters
- Develop and improve policies, procedures, and workflows
- Foster a culture of accountability, continuous improvement, and excellence

Governance and Internal Communication

- Lead operational execution of Board approved policies, ensuring organizational compliance and alignment with governance best practices
- Support internal communications and change management processes that promote transparency and collaboration
- Support governance practices and organizational accountability

Talent & Team Development

- Design and implement strategies that foster a positive, values-based organizational culture emphasizing trust, equity, and accountability
- Oversee human resources and talent systems, including recruitment, performance management, professional development, and compliance with employment law
- Support Executive and Leadership Team members in goal setting, performance reviews, and leadership development
- Ensure competitive compensation and benefits practices
- Promote a positive, inclusive, and high-performing organizational culture
- Support leadership development and performance management processes
- Ensure staff are equipped, informed, and supported to perform at their best

Finance & Technology

- In close partnership with the Director of Finance and CEO, provide thought leadership for budgeting, forecasting, and long-range financial planning
- Collaborate with the finance team, ensuring accuracy and timeliness of all financial processes
- Oversee organizational technology systems, cybersecurity, and data management
- Ensure systems support organizational effectiveness and growth
- Lead technology planning and operational modernization efforts
- With the CEO, ensure stewardship of organizational resources

Risk Management & Coordination

- Oversee enterprise risk management, compliance, and legal coordination, engaging outside counsel as needed
- Ensure operational systems, policies, and procedures are current, effective, and consistently applied across departments
- Oversee the development of performance metrics and dashboards to monitor organizational health and impact
- Support and provide leadership to finance, programs, communications and technology, and other areas as needed

Qualifications & Education Requirements

- Minimum 7-10 years of senior management experience, preferably in philanthropy, nonprofit management, or a related field
- Bachelor's degree; Juris Doctor or master's degree in relevant field highly desired
- Proven experience in senior leadership role and exceptional capacity for managing and leading staff required; significant community foundation experience in leadership role preferred. Proven ability to lead cross-functional teams and build organizational systems that support growth and excellence
- Demonstrated expertise in change management, operational planning, HR/talent development, compliance, and risk management
- Strong interpersonal and communication skills, with the ability to build trust and lead collaboratively across all levels of an organization
- Excellent written and oral communication skills; ability to communicate clearly, diplomatically, and persuasively, and to facilitate meetings
- Experience with audit, legal compliance, investments, and budget development
- Strong proficiency in Microsoft PowerPoint, Excel, and Word
- Intellectual curiosity and desire to engage in ongoing, lifelong learning; integrity and excellent professional judgment

Measures of Success

The COO will be successful when:

- Strategic initiatives are executed on schedule and within budget.
- Operational systems are efficient, scalable, and well-documented.
- Staff engagement and retention remain strong.
- Financial and compliance requirements are consistently met.
- Organizational resources are aligned to maximize mission impact.

Near-Term Priorities

1. Operationalizing the 2.0 Business Plan.
2. Strengthening cross-functional coordination across programs, development, communications, finance, and key focus areas including civic health work, economic mobility, and any other key focus areas that may arise/may be implicated by our 2.0 Business Plan.
3. Building organizational systems that support sustainable growth and field leadership.
4. Serving as the primary leader for internal operations while freeing the CEO to focus on strategy, funders, board relations, partnerships, and field influence. [\[CFLeads Way | PDF\]](#), [\[Internal Operations | Word\]](#)

Personal Attributes

- Mission-driven with a passion for nonprofit work.
- Professional, proactive, and able to handle confidential information.
- Creative problem solver with a growth mindset.
- Comfortable representing the organization to diverse audiences.

Key Core Competencies

Competency Title	Definition & Key Behaviors
1) Interpersonal Skills / Teamwork	The ability to work well and cooperate with others. This includes: ▶ Developing and maintaining positive working relationships and interacting collaboratively with others, including those holding opposing views and goals ▶ Showing understanding, friendliness, tact, empathy, patience, compassion, mutual trust, and the highest level of respect for others ▶ Relating well to people from varied and diverse cultural, racial, ethnic, gender, age, educational, professional, etc. backgrounds
2) Problem Solving / Decision Making	The ability to analyze and synthesize information and draw appropriate conclusions using best practices and other models of continuous improvement. This includes: ▶ Clearly defining issues despite incomplete or ambiguous information ▶ Generating useful and effective alternative solutions before making decisions ▶ Making decisions in a timely manner based on sound logic and rationale
3) Work Orientation	The ability to make a meaningful contribution to work and ensure that activities and responsibilities are efficiently completed. This includes: ▶ Taking initiative to complete job assignments accurately and completely ▶ Being committed, reliable, trusted, and accountable for completing assignments ▶ Regularly and dependably following agreed upon work schedule
4) Adaptability / Flexibility	The ability and willingness to change one's style or approach in response to differing circumstances or to work in ambiguous situations. This includes: ▶ Working effectively under stressful conditions ▶ Handling unexpected situations in a calm and professional manner ▶ Showing resilience under ambiguous, changing, or demanding circumstances

Competency Title	Definition & Key Behaviors
	▶ Staying updated on new and innovative industry developments.
5) Planning / Organizing	The ability to set priorities, plan and coordinate work activities, and obtain and manage resources so that work objectives are accomplished on time and within budget using best practices and other models of continuous improvement. This includes: ▶ Focusing time and energy on areas that have the highest priority. ▶ Completing assigned tasks within schedule constraints ▶ Setting priorities consistent with mission, vision, strategy, and goals
6) Communication	The ability to communicate clearly and politely in both oral and written formats with coworkers, community leaders, funders, vendors, and other stakeholders. This includes: ▶ Sharing information openly to optimize individual and organizational effectiveness ▶ Targeting the amount, style, and content of information to an audience's needs ▶ Actively listening to and understanding information and answering questions thoughtfully and completely ▶ Composing legible, error-free emails, memoranda, procedures, policies, reports, etc. as required

CFLeads is an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. CFLeads is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact Leah Hucks at lhucks@cfleads.org.