

CHIEF OPERATIONS OFFICER

Organization Overview

Family Friendly New Mexico (FFNM) is a non-profit initiative that works to improve the economic well-being of low-income families and their children by incentivizing and supporting New Mexico businesses to adopt family friendly policies and procedures, supporting job seekers' access to family friendly workplaces and scaling and sustaining the family friendly initiative. FFNM is a project of the 501c3 organization Center of Southwest Culture.

We are recognizing 138 gold and 28 silver awardees this year including 33 NEW gold awardees since last year and 11 awardees that moved from silver to gold. There was a 97 percent increase in the number of gold awardees for the first quarter of 2019 compared to the first quarter of 2018.

FFNM has historically been funded by private foundation grants. Moving forward, it seeks to enlist more support from businesses and by partnering with similar community-based organizations. The transition from one-source to multi-source funding will require planning, networking and execution skills.

The Opportunity

The organization seeks a skilled Chief Operations Officer ("COO") with a track record of transformational leadership and results to partner with the DIRECTOR on all major initiatives.

Working from our office in Albuquerque, the COO is responsible for aligning FFNM's internal processes with success to ensure that FFNM's team of contractors can support its strategic direction and growth with high productivity and optimism about meeting future goals.

The COO will be unrelenting about promoting and implementing processes and [procedures](#) that improve FFNM's financial health and overall efficiency.

Reporting Relationships

The COO reports to the DIRECTOR. All staff/contractors report first to the COO and then to the DIRECTOR. As such, the COO serves as the liaison between staff and the DIRECTOR.

Essential Functions and Responsibilities

The COO will work to implement strategy and vision, build the FFNM culture, and serve as a key member of the senior leadership team. The COO will work

systematically to meet FFNM's goals by addressing key staffing, process and infrastructure issues.

The COO will take FFNM's priorities and direction and translate them into day-to-day standard operating procedures. He or she will monitor and assess ongoing strategies, conduct midcourse corrections and generally keep the senior leadership team informed of FFNM's operations, including how its finances, technology, staffing relate to important goals. The COO will offer oversight to hiring, and will partner with the DIRECTOR to prepare budgets and forecasts and will play a formative role in building the culture of FFNM around community service, accountability and results. The COO provides oversight for the training, mentoring and capacity building at FFNM. He or she will be an internal advocate for efficiency, productivity and professional development.

Core Responsibilities

The COO will:

- Serve as second-in-command to the DIRECTOR and as a member of the Senior Leadership Team;
- Participate in the strategic planning process at FFNM and write up final plan;
- Implement, with the support of the DIRECTOR, the strategic plans, based on all available data;
- Oversee all operations daily and reports directly to the DIRECTOR, ensuring that all business operations are smooth and efficient.
- Establishes productive working relationships between and among the Senior Leadership Team, DIRECTOR and the staff to ensure that FFNM operates profitably and productively.
- Provide oversight for FFNM's budget, development and external relations activities;
- Build and cultivate a high-performing senior leadership team and play an active role in attracting, retaining and developing a best-in-class staff;
- Identify and implement cost-effective ways to deliver state-of-the-art programs to clients;
- Participate in identifying and cultivating corporate, individual and foundation sponsors;
- Cultivate excellent relationships with local media; provide oversight for FFNM's presence in social media;
- Work collaboratively with the Business Leadership Council (BLC), to ensure that BLC goals filter into day-to-day management;
- Inform the DIRECTOR regularly of internal organization matters, including relevant staffing, funding and program success and priorities; and

- Serve as a public representative of FFNM, in the absence of the DIRECTOR, keeping FFNM current and an active participant in regional and community events.

Deliverables include but are not limited to:

- Daily management of staff and contractors.
- Conduct and report performance reviews.
- Write up strategic plan after co-facilitating team planning sessions with DIRECTOR.
- Work with staff and contractors to meet the targets in the strategic plan.
- Write and update the policies & procedures manual.
- Provide monthly reports on targets.
- Write up annual and evaluation reports due to funder.

Key Credentials and Personal Qualities

- Master's Degree in [Business Administration](#), Finance, Economics or its equivalent
- 3-5 years management experience, nonprofit experience a plus
- Experience in process improvement, change leadership and change management
- Commitment to results; "can-do" mindset with emphasis on accountability
- Strong motivational and staff leadership abilities
- Excellent communication and presentation skills
- Sense of humor, integrity, impeccable work ethic
- Commitment to self-care and work/life integration on a personal level

Physical Requirements

The employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, talk and hear. The employee is occasionally required to stand, walk, balance, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to ten (10) pounds. Specific vision abilities required by this job include close and far vision, color vision, and ability to focus.

Work Environment

The noise level in the office work environment is typically moderate.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

How to apply

Send a cover letter and resume to admin@nmfamilyfriendlybusiness.com by May 9, 2019.