



Chief Operating Officer

Position Description

(Southern California)

OUR MISSION:

The mission of Operation Gratitude is to create opportunities for all Americans to say 'Thank You' to their Military and First Responder heroes.

WHO WE ARE:

A nationwide organization, with well over a million incredible grass-roots volunteers, a high-performance staff, and internationally-recognized partners; delivering tangible heartfelt appreciation to our Service members and First Responder heroes.

Operation Gratitude volunteers provide Americans opportunities to send hope, joy, and inspiration to Service members and First Responders, annually assembling 350,000+ customized care packages filled with an assortment of goods, including snacks, entertainment, hygiene, and handmade items, plus personal letters of appreciation. These packages are sent to active U.S. Service Members and First Responders and their families, and to New Recruits, Veterans, Gold Star Families, Wounded Heroes and their Caregivers.

Each package contains donated product valued from \$45-100 and costs the organization \$15 to assemble and ship. For details about specific care package and volunteer programs, please visit www.operationgratitude.com.

Following the tragic events of 9/11, Founder and CEO Carolyn Blashek felt a strong desire to thank deployed service members. She started putting together care packages for men and women serving overseas and quickly expanded the operation to welcome supporters nationwide and expand distribution to First Responders. Since the organization's founding in 2003, Operation Gratitude's One Million+ volunteers and donors have shipped more than 3.3 Million Care Packages.

With these volunteer and care package achievements, plus its 4-star reputation, net assets over \$19 Million, and annual revenue of \$21+ Million, Operation Gratitude has become the leading volunteer-focused, Military and First Responder support institution in the nation.

Job Summary / THE OPPORTUNITY

The Chief Operating Officer (COO) leads and oversees the organization's ongoing operations. As a key member of the Leadership Team, the COO is the right hand of the Chief Executive Officer (CEO), manages the internal operations of the organization, 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 35+ employees, encouraging maximum performance and dedication and supporting the growth of volunteerism nationwide. 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 in setting and driving organizational vision, developing operational and financial management strategies, and identifying hiring needs.
- Translate strategy into actionable 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

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
- Advise the CEO, the Board, and key members of the leadership team on financial planning, budgeting, cash flow, investment priorities, and financial management practices and policies
- Plan, coordinate, and execute the annual budget process
- Directly oversee Operations, logistics, HR, IT, and Accounting/Finance
- 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 in 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
- Monitor invoices, money handling procedures, accounting, and bank processes
- Prepare timely and accurate financial performance reports

- Employ various initiatives to coach employees in order 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 status

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, is negotiable.

LOCATION: Southern California

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 Cheryl Zerah at Cheryl@operationgratitude.com

