



**TalentRise**

POSITION PROFILE

# Chief Operating Officer

United Way of Greater Rochester  
and the Finger Lakes

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**TalentRise, Inc.**  
An Aleron Company  
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**United Way  
of Greater Rochester  
and the Finger Lakes**

## About United Way of Greater Rochester and the Finger Lakes

United Way of Greater Rochester and the Finger Lakes mission is to mobilize the goodwill and resources of our community so that everyone can thrive. Our footprint encompasses 5,144 square miles of rural, suburban, and urban neighborhoods, and brings together more than 50,000 donors, 13,000 volunteers, 800 workplaces, and hundreds of nonprofit partners to address the region's biggest challenges.



United Way brings together local people, companies, nonprofits, and leaders in collective giving to build a thriving community for all. Investments in United Way's Community Impact Fund provide the essential building blocks of opportunity – youth opportunity, financial security, healthy community, and community resiliency – for thousands of people throughout the region.



Our core values define who we are and how we serve our community together. United Way and our team members embrace **Integrity, Action, Caring, and Teamwork**. United Way strives to ensure employees and external partners feel valued, connected, and empowered.

Learn more at [www.unitedwayrocflx.org](http://www.unitedwayrocflx.org).

## Opportunity Summary

The Chief Operating Officer (COO) is the critical integrator and translator of our strategic vision into daily practice and operations at United Way. The COO is a dot-connector, systems thinker, anticipator, and empathic leader able to bring together and align various departments, perspectives, and goals into a cohesive operation to enable higher levels of impact across Greater Rochester and the Finger Lakes.

The COO leads the business functions of the United Way and is responsible for providing operational leadership, management, and coordination across departments. The COO identifies opportunities and removes barriers so teams can excel. The COO brings clarity and purpose and is a champion for coordinating and executing the strategic plan and annual operating plans across teams. The COO works in lockstep with the President & CEO to advance and support internal work. This position is action-oriented, mission-driven, and facilitates processes from creation, implementation, completion, follow-through, and continuous improvement.

## Essential Functions

- Partners with the President & CEO to carry out United Way's vision and strategy
- Provides day-to-day leadership in support of the organization's strategic plan, mission, core values, and objectives
- Has oversight of major internal functions and departments within United Way, including Human Resources, Information Technology, Facilities, the Business Service Center, and Project Management initiatives
- Working closely with the CFO, drives fiscal and business strategy to ensure financial responsibility and stability
- Leads across all departments to define and guide strategies and tactics to meet objectives and goals, measures effectiveness of processes and programs
- Provides timely, accurate and complete reporting on the operating condition of the organization
- Works with Executive Leadership Team to develop and implement plans for the operational infrastructure of systems, processes, and employees to achieve business goals
- Works with the CEO and Executive Leadership Team to establish annual, quarterly, and monthly strategic priorities and facilitates workflows
- Supports internal culture and engagement activities
- Leads special projects and initiatives for United Way. Integrates new initiatives and associated deliverables in core activities. Navigates and leads cross-functional teams
- Motivates and leads high performance management teams. Fosters a success-oriented, accountable environment within the organization
- Consistently demonstrates the values and mission of United Way
- Performs other duties as assigned

## Skills and Competencies

- Aptitude for introducing and optimizing systems and structures to enhance operational efficiency and streamline processes
- Problem solver, decision maker, and change agent
- Ability to translate vision and strategy into implementation plans
- Highly organized project manager capable of anticipating and prioritizing needs, and delivering outcomes in an efficient and effective manner
- Ability to lift and grow effective teams with high emotional intelligence
- Expertise in best practices and innovative methods for supporting enhanced workflows
- Strong communicator at all levels
- Financial and business acumen
- Strong leadership
- Values diversity, equity, and inclusion and possesses cultural humility

## Education and Experience

- Minimum of 7+ years of experience as a Chief Operating Officer, Chief Financial Officer, or similar position; or equivalent combination of education and experience.
- Bachelor's degree in finance, business, or related field; MBA or master's degree in finance, business, or related field is preferred
- Professional experience and demonstrated achievement in areas such as strategic planning, financial management, and information technology
- Experience driving complex projects to completion, building collaborative networks, team optimization and accountability, and bringing order and rigor to high stakes initiatives
- Demonstrated ability to excel in a fast-paced organization with strong, diverse, and ambitious cultures
- Proficiency with the development and measurement of key performance indicators (KPIs) and the execution of strategic plans
- The ideal candidate is a motivated, highly organized, self-starter who is comfortable working collaboratively with a diverse group of colleagues at all levels in the organization



## Supervisory Responsibilities

This position has significant supervisory responsibility. The COO oversees multiple functions that support the success of the United Way. The position may evolve to oversee other positions in the future.

## Compensation and Benefits

United Way employees enjoy a competitive compensation and benefits package including paid time off, health insurance options with a generous employer contribution, retirement benefits with above standard employer contribution, flexible work schedules, team events, and internal committees for connection opportunities and fun!

- A salary range of \$160,000 - \$200,000
- A benefits package that includes health, dental, and vision insurance, a 403(b)-retirement plan, life insurance, a flexible spending account, and health savings account.
- General paid time off with 14 paid holidays a year (thirteen days off and two half days), two personal days plus your birthday off, two volunteer days, 12 sick days, and three weeks of vacation per year, all prorated in your first year of employment
- Paid professional development
- Opportunities to give back to the community in life-changing ways

### Reports to President & CEO

**Travel:** Local travel required; out-of-town travel occasionally required

**FLSA Classification:** Exempt



## Join the Team!

The United Way of Greater Rochester and the Finger Lakes is a dynamic and collaborative work environment comprised of more than 90 talented professionals who are dedicated to doing meaningful work in the community.

We believe that diversity of staff and volunteers strengthens United Way of Greater Rochester and Finger Lakes ability to achieve its mission, vision, philosophy, and values. United Way is committed to having a workforce and volunteer teams that promote equity, and that reflect and celebrate the diversity of our community in all respects.

We're looking for people who are self-starters; excel in a collaborative team environment; have a passion for making a difference; and are natural relationship builders with proven success in making lasting connections. Join our team and make an impact serving our region

## More Information

For additional information about this opportunity and to apply, please contact:

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In support of the ADA, this job description lists only the responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be provided to enable individuals with disabilities to perform the essential functions. United Way of Greater Rochester and the Finger Lakes is an Equal Opportunity Employer. This policy prohibits discrimination based on sex, race, color, religion, creed, national origin, age, marital status, sexual orientation, gender expression, disability, genetic predisposition, veteran status, or status as a member of any other protected group or activity.

