



United Way
of Greater Rochester
and the Finger Lakes

UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES CAREER OPPORTUNITY CHIEF OPERATING OFFICER

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 reach deeper levels of impact across Greater Rochester and the Finger Lakes. The COO leads the business functions of United Way and is responsible for providing operational leadership, management and coordination across departments to fulfill United Way's mission. The COO identifies opportunities and removes barriers so teams can excel. The COO brings clarity and purpose and is a champion for developing, coordinating and executing the strategic plan and annual operating plans across teams. The COO oversees new initiatives and translates vision into reality. The COO works in lockstep with the President & CEO to advance and support internal work and to meet external needs in the communities we serve. This position is action-oriented, mission-driven and facilitates processes from creation, implementation, completion, follow through, and continuous improvement.

ESSENTIAL FUNCTIONS

- Provides day-to-day leadership in support of the organization's strategic plan, mission, core values, and objectives
- Partners with the President & CEO to carry out United Way's vision and strategy to employees
- Intentionally leads with a focus on advancing diversity, equity, inclusion and belonging practices throughout United Way
- A senior leader for the organization and has oversight of major functions and departments within United Way, including: Resource Development, Marketing and Communications, Leadership Development and Equity, and Community Engagement & Volunteer Management. Works closely with Finance, Community Impact, Human Resources, Facilities, and IT departments.
- The COO leads both directly and indirectly across all departments to define and guide strategies and tactics to meet objectives and goals
- Works with the Leadership Team to develop and implement plans for the operational infrastructure of systems, processes, and employees to achieve business goals. Creates, implements and rolls out plans, internal infrastructures, reporting systems and policies all designed to foster growth, funding, community impact, internal operations and efficiencies within United Way.
- Works with the CEO and Leadership Team to establish annual, quarterly, and monthly strategic priorities and facilitates workflows
- Works extensively with United Way Worldwide and United Way of New York State to implement initiatives in the region
- 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 and cross-community partnerships.
- As a senior leader for the organization, engages, builds and maintains relationships with external partners to carry out the mission of United Way. Represents United Way at speaking engagements, external meetings, conferences, events and other community activities.
- Collaborates with all departments to connect dots and ensure that work, projects and tasks are completed with high quality and meets deadlines
- Consistently demonstrates the values, emotional end frames, and mission of United Way
- Performs other duties as assigned

SKILLS AND COMPETENCIES

- Upholds inclusive values and possesses cultural humility
- Business acumen
- Change agent
- Strong communicator
- Decisionmaker
- Problem-solver
- Ability to help translate vision and strategy into implementation plans
- Ability to lift and grow effective teams
- Strong project management understanding and acumen

FLSA CLASSIFICATION: Exempt

REPORTS TO: President & Chief Executive Officer

SUPERVISORY RESPONSIBILITY

This position has significant supervisory responsibility. The COO oversees the Chief Development Officer, Director of Marketing, Director of Leadership Development Programs and Equity, Community Engagement & Volunteer Manager, and Administrative Assistant. This position may evolve to oversee other employees in the future.

TRAVEL

Local travel required

EDUCATION AND EXPERIENCE

- Significant professional experience and demonstrated achievement in areas such as strategic planning, driving complex projects to completion, building collaborative networks, team optimization and accountability, managing sensitive relationships and projects, and bringing order and rigor to dynamic, high-stakes initiatives. Experience in fundraising is a plus.
- Demonstrated ability to excel in fast-paced and fast-growing organizations with strong, diverse, and ambitious cultures
- Demonstrated proficiency with the development and measurement of key performance indicators (KPIs) and the creation and execution of strategic plans
- Excellent communicator to internal and external audiences
- Strong coaching and mentoring skills

United Way of Greater Rochester and the Finger Lakes

75 College Avenue • Rochester, NY 14607-1009 P. 585 242-6400 W. UnitedWayROCFLX.org

- The ideal candidate is a motivated, highly organized, self-starter who is comfortable working closely and collaboratively with a diverse group of colleagues at all levels of the organization
- Bachelor's Degree from an accredited program in a related field with 7+ years of experience as a Chief Operating Officer or similar position, or equivalent combination of education and/or experience. A Master's Degree is preferred.

JOIN THE TEAM!

United Way of Greater Rochester and the Finger Lakes is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact serving our region with your time and talent.

OUR MISSION

Our mission is to unite the goodwill and resources of our community so that everyone can thrive. That means that our team is committed to working with local donors, businesses, not-for-profit program partners, municipalities and individuals to make this region stronger and more vibrant together.

OUR VALUES

Our core values define who we are and how we serve our community. United Way and our team members are caring, collaborative, equity-driven, innovative, respectful, results-oriented and trustworthy. United Way strives to ensure employees and external partners always feel valued, connected and empowered.

WHAT WE OFFER

- Competitive financial and wellness benefits
- Generous paid time off, retirement plan, and other fringe benefits
- Hybrid working arrangements
- Opportunities to give back to the community in life-changing ways
- Paid professional development
- Team events and internal committees for connection opportunities and fun!

HOW TO APPLY

Candidates may apply online at: <https://unitedwayrocflx.org/about-us/join-our-team/>

In support of the ADA, this job description lists only the responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be made 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 on the basis of 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.