



Big Brothers Big Sisters Hawaii, Chief Operations Officer

### **Position Purpose:**

The COO leads all internal operations including Program, Finance, Human Resources, and Information Technology Management, with a focus on delivering measurable, cost-effective results. The COO works closely with the CEO to design, implement, and evaluate all facets of the organization's operations. As a senior leader, the COO is responsible for internal operational excellence and external relationships in support of the organization's overall strategic goals. The COO ensures that each department's efforts align with strategic objectives; resources are maximized for greatest impact; and evaluation systems are developed for departments. It is the COO's responsibility to manage the day-to-day operations of the agency to ensure that the CEO can effectively focus on external opportunities for agency growth.

### **Essential Duties and Responsibilities:**

#### Staff Leadership

- The COO is responsible for ensuring that all staff and departments have the necessary resources to complete their assigned tasks. The COO monitors assigned tasks, tracks progress, and provides updates to the CEO. The COO is responsible for coordinating cross-departmental efforts and for monitoring the progress of major projects.

#### Strategic Planning

- Along with the CEO, Board, and Leadership team, the COO drives the strategic planning process and execution. The COO is responsible for ensuring department strategic plans reflect and support the overall strategic goals and objectives of the organization.
- Ensures that all systems operate in a coordinated, efficient fashion to support strategic objectives. It is the COO's responsibility to know what efforts each department are working toward and to ensure the coordination of department efforts toward the larger strategic goal.

#### Program Operations

- Oversees the Program Director and implementation of BBBS Hawaii's program operations, including, but not limited to, volunteer and family enrollment, assessment, matching, support, and outcomes evaluation.



### Human Resource Operations

- Cultivates the values of integrity, inclusiveness, stewardship, safety, and continuous quality improvement within the organization.

### Financial Operations

- Supports the successful financial operations of the agency. This includes the regular monitoring of agency financial health, oversight of agency revenue and expenses, leading the budget creation process, and compliance with financial policies.

### Technology Operations

- Analyzes and understand the current technology infrastructure, research and recommend next level information technology and financial systems that support the growth of specific programs and the organization overall.
- Supervises IT and data management functions.

### Educational Level

- Bachelor's degree, MBA or similar advanced degree highly desired but not required.

### Years of Related Work Experience

- 5 years of progressing managerial/administrative responsibility is required. COO experience strongly encouraged.

This is an exciting opportunity for an experienced professional who thrives in a dynamic environment. If you are a strategic thinker with a passion for driving operational excellence, we invite you to apply for the position of Chief Operating Officer.

Job Type: Full-time

Salary: \$80,000.00 per year

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Flexible spending account



- Health insurance
- Health savings account
- Paid time off
- Professional development assistance
- Vision insurance

Schedule:

- Monday to Friday

Ability to Relocate:

- Honolulu, HI 96814: Relocate before starting work (Required)

Work Location: In person