



Chief Operating Officer

Purpose

ServeMinnesota is Minnesota's commission on national and community service, a nonprofit with a Governor-appointed board whose mission is to strengthen Minnesota through high-impact service. We work to ignite hope and inspire action for a better future, and we aspire to be the leader in advancing effective, community-driven solutions through service. ServeMinnesota is committed to fostering a welcoming and inclusive environment united by our shared mission.

The Chief Operating Officer (COO) directs, administers, and coordinates the internal operational activities of the organization in accordance with policies, goals, and objectives established by the Chief Executive Officer (CEO) and the Board of Directors. Leads and directs the following functions: operations, finance, programming and grantmaking, human resources, security and risk management, information technology and systems. Assists the CEO in the development of organization policies and goals that cover these functions and/or business units mentioned above. ServeMinnesota is committed to fostering a welcoming and inclusive environment united by our shared mission. The COO is a member of the organization's senior leadership team.

Essential Job Functions

1. Serve as a key advisor to the CEO as a member of the senior leadership team. Provide strategic and operational leadership across the organization that builds collaboration and delivers results.
2. Prepare and equip the CEO and members of the Board with reporting and trend analysis regarding organizational operations for various meetings and events with program partners, and government and political leaders.
3. Work closely with the Board and its committees on operational excellence, and the performance of ServeMinnesota's technological, operational and financial infrastructure and performance. Staff committees and meetings as needed.
4. Foster a culture of partnership, community, innovation, and accountability across the organization. Consistently support ServeMinnesota's ability to inclusively engage Minnesotans from a diversity of backgrounds as grantees, service recipients, AmeriCorps members and partners.

Operational Leadership

1. Oversees company operations, project timelines, business developments, and employee productivity while building a highly inclusive culture to ensure team members thrive.

2. Assists the CEO to set and drive the organizational vision and mission, corporate strategy, organizational design and hiring needs.
3. Develop actionable business strategies, objectives, and plans that ensure alignment with short- and long-term objectives developed in tandem with the CEO.
4. Strategically manage, organize, and coordinate employees across departments and locations to ensure operational efficiency
5. Assess and implement improved processes, systems and new technologies in collaboration with the management team.
6. Lead and manage team members to success through active performance feedback. Maintain a culture that is aligned with the organization's values and motivates staff.
7. Ensure compliance with all relevant regulations and laws, maintain accountability standards, and follow code of ethical principles and standards of professional conduct.
8. Provide services that consistently support ServeMinnesota's ability to inclusively engage Minnesotans from a diversity of backgrounds as grantees, service recipients, AmeriCorps members and partners.

Financial Oversight

1. Measure and analyze current revenue streams, program offerings, and stakeholder relationships to optimize business growth and revenue strategy.
2. Implement financial procedures and organizational policies and programs to drive the company's operating capabilities to surpass the industry average.
3. Enhance multi-year financial planning and revenue forecasting capability of the organization. [Oversee multi-year financial planning and forecasting to enhance organizational capability to ensure long-term stability.]
4. Oversee the compliance, Federal and State risk management activities concerning financial reporting, insurance and employee benefits administration as the designated compliance officer.
5. Serve as liaison with external experts such as attorneys, CPAs, auditors, insurance professionals, regulators and others to ensure compliance activities are robust and resolve any related issues in a timely fashion.

Technological Oversight

1. Oversee annual IT business analysis and security audit. Identify opportunities to improve or gain organizational efficiency and security.
2. Lead organizational IT to implement new processes, including software implementations.
3. Ensure employee training is provided for new or changing technology platforms as needed.

Other Job Functions

1. Maintain relationships with outside organizations and partners that represent Minnesota communities aligned with ServeMinnesota's mission and strategic goals.
2. Keep abreast of developments in key sectors impacting ServeMinnesota's operations such as the legal landscape, AmeriCorps landscape, Minnesota community and nonprofit practices.
3. Other duties as assigned.

Job Qualifications

Minimum.

- Bachelor's degree in business administration, finance or similar discipline
- Ten years of experience in organizational operations including finance, economics, information systems, risk management and human resources
- Strong financial analysis skills, including accounting, budgeting and cash flow, and an in-depth understanding of financial management software
- Advanced experience in providing organizational leadership for continuous improvement initiatives, staff supervision, budget development and management, cross-functional coordination, and monitoring
- Demonstrated strategic thinker with sharp business management understanding to lead and influence others
- Demonstrated emotional intelligence skills, including self-awareness and management, adaptability, and relationship building
- Proven experience using analytical thinking and techniques to deliver actionable recommendations to the management team
- Ability to prepare and deliver operational analysis and recommendations to provide high level staff support to the Board of Directors
- Demonstrated initiative and the ability to exercise good judgment

Preferred

- Preferred candidates will have a variety of experiences working effectively with diverse populations, representing the communities we serve in Minnesota.

Workplace

At ServeMinnesota, we are highly invested in the success of our people. We strive to make it an awesome and inclusive place to work and we recruit passionate people. We are looking for people who are energized by making an impact in our communities through national service.

This position is available to all, without regard to Race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, familial status, disability, sexual orientation, or age. It is also unlawful to retaliate against any person who files a complaint about discrimination. In addition to filing a

complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the AmeriCorps Agency.

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

This position is based downtown Minneapolis but currently working a hybrid schedule. The salary is \$139,000-148,000.

ServeMinnesota requires all employees to be vaccinated for COVID-19, the only exception to this requirement is an approved medical or religious exemption. Please submit a resume. Instead of including a cover letter, please answer each of these questions in either the body of the email or as a separate attachment, so we can get a better idea of your experience and interest in this position and our organization:

1. Why are you interested in ServeMinnesota and this particular position?
2. How does your experience align with the Essential Job Functions and Minimum Qualifications of this position?

Submit applications to lisacarlson@serveminnesota.org.

Position is open until filled.