



Position:	Chief Operating Officer
Status:	Full-time, eligible for benefits
Salary Range:	\$95,000-\$100,000
Location:	Greenville

Organization Description: CommunityWorks is a non-profit certified Community Development Financial Institution (CDFI) and an SBA microlender committed to building financial equity by providing resources that support small business growth, entrepreneurship, and homeownership. Our programs, expertise, and partnerships collectively help build stronger and more just communities.

For over 14 years, CW has created opportunities for people, communities, and entrepreneurs in the Upstate community and throughout South Carolina, focusing on people and communities of color. Our programs focus on equitable access to financial coaching, connections with one-on-one business coaching, access to loans to build small businesses, develop affordable housing, and building credit and assets. Since its inception, CW has served over 7,352 and has generated over \$382 million in local economic impact.

Diversity, justice, and inclusion are key values within CommunityWorks. We are committed to building and sustaining an inclusive, equitable working environment for our staff. We believe every member of our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and discover, design, and deliver solutions.

Position Summary: The COO works hand in hand with the CEO to define and implement the organization's strategic goals approved by the Board of Directors. The COO reports to the CEO and will act as the CEO in their absences. The COO will provide leadership, management oversight, and support for CW operations. Under the direction of the CEO, the COO will manage additional senior leadership members and support staff. This position will help ensure CommunityWorks Team meets organizational objectives, including but not limited to:

- Assists with leading organizational operations, programs, lending and service delivery, staffing development, board management, and other identified needs that support the implementation of the organization's Strategic Plan.
- Leading and managing community economic development and possess in-depth financial expertise.
- Building internal and external relationships and engaging with people from widely varied backgrounds and possess a passion for social justice, whole community health, and thriving financially stable businesses.
- Cultivating and sustaining a collaborative team setting.
- Leading assigned staff positions and assisting with establishing and growing a culture of learning, continuous improvement and sound leadership practices.



ESSENTIAL DUTIES AND RESPONSIBILITIES:

1) Develop and Implement Annual Operating Plan

Work with the CEO and senior leadership team to align the business operating goals with the organization's Strategic Plan. The COO will help support the organization's ability to meet overall impact goals by supporting operations and growing lines of business with a focus on incorporating equity and inclusion at all levels of our work.

- Define overall annual organizational operating goals
- Work with Managers to implement their department plans to ensure the organization stays on track to meet goals.
- Develop and implement timely, accurate, and complete reports on program and operation activities and critical metrics.
- Define tools, training, staffing, and resources (technology, etc.) needed to deliver these services in the best way possible
- Define gaps in the organization's talent, tools, systems, etc., and make recommendations for improvement

2) Internal Leadership

Provide day-to-day leadership and management to the organization that meets/exceeds all stated operational goals/objectives/metrics while reflecting the mission and core values of CommunityWorks. Act as CEO in their absence.

- Supervise and support all managers to meet organizational and department goals
- Work with HR staff and/or consultant to ensure operational and organizational policies are followed, address discrepancies and/or issues with HR, and follow up with the CEO and managers as needed.
- Work with HR staff and/or consultants and Operations Manager to define, develop and implement staff recruitment and hiring practices.
- Work with the CEO and CFO on annual operating budgets and conduct annual expense, operational, and compensation analyses.
- Develop Individual Development Plans for managers and staff to support organizational goal achievement and professional development.
- Work with CEO and CFO to develop performance-based metrics and incentives.
- Support programs and lending department to meet board-approved strategic plan.
- Work with senior leadership to implement annual department plans to ensure that the organization is on track to meet its strategic plan goals.
- Lead the evaluation and implementation of organizational policies and procedures.
- Define new operational strategies and suggestions that improve overall operations and ensure efficiency and effectiveness for the staff.
- Help build an internal and external culture of customer service, integrity, and respect.



- Manage day-to-day office operations, including but not limited to facilities, technology, and systems.

3) External Leadership

Represent the organization at all community levels to promote its mission, enhancing external relationships to help the organization meet financial, programmatic, and growth goals.

- Work with the Communication Manager to define and implement a brand and communications strategy to accelerate CW's exposure.
- Define and participate in opportunities to engage as a Lead Ambassador for CommunityWorks.
- Define ideas and recommendations on how to expand the CW brand and exposure.
- Participate in and advocate for policies and issues that align with CW's advocacy agenda.
- Ensure that key impact measurements are in place and utilized to make mission delivery improvements.

4) Support the CEO:

Assist the CEO with internal challenges/projects/departments to ensure operational excellence at all times.

- Provide strategic direction to lending and program teams to ensure efficient execution of the Business Plan and capital deployment.
- Lead coordination of materials to be presented at board meetings.
- Communicate with the board, committees, and consultants in coordination with the CEO.
- Communicate the brand and key messages internally and externally.
- Identify geographic penetration opportunities and priorities.
- Ensure that all operational policies and practices are adhered to by all staff; supporting the CEO in developing new ones as needed, including ones affecting authority levels.
- Participate in and advocate for policies and issues that align with CW's advocacy agenda.
- Engage in fund and resource development strategies.
- Represent CommunityWorks to partners and stakeholders as needed.

JOB QUALIFICATIONS:

- Proven leadership skills with a successful track record of setting priorities, delegating, and guiding investment in people and systems.
- A strategic mindset with an ability to think years ahead and analyze outcomes based on complex courses of action. This position can anticipate needs, obstacles, and opportunities and imagine appropriate, strategic responses to each.
- Experience with successful change management. Can draw teams together towards a "new normal" while constructively obtaining buy-in. Able to listen well, catalyze diverse ideas respectfully and bring the team together toward the common good.
- Good understanding of one or more areas: small business lending, affordable housing, and/or community development.



- A high degree of emotional intelligence, with strong interpersonal communication and mediation skills to successfully lead, motivate, and collaborate with a diverse staff.
- Results driven-orientation; a proven ability to conceive, articulate, measure, and motivate the attainment of meaningful outcomes.
- Flexible and able to work within an ambiguous, fast-moving environment while driving toward clarity and solutions in a timely and decisive manner.
- High level of character, integrity, and personal commitment to CommunityWorks' mission.

TRAINING, EDUCATION & EXPERIENCE:

- Bachelor's degree with a minimum of 7-10 years of work experience that would include one or more of the following areas: nonprofit administration, CDFI organizations, finance, lending, management, compliance, and operations. Master's degree preferred but not required pending experience.
- Preferred experience and or background in community lending.
- Possess exceptional interpersonal, written, and oral communication.
- At least 5-10 years of experience managing teams.
- Ability to handle and prioritize responsibilities simultaneously, working closely with directors and program staff.
- Ability to achieve goals despite frequent changes and strict deadlines. Be decisive, affirmative, resourceful, self-motivated, and able to handle sensitive and confidential information as required.
- Work independently with minimal supervision as well as facilitate team and committee meetings.
- Proficiency in Microsoft Office Suite.

Interested applicants can send a cover letter and resume to careers@cwcarolina.org