

Pensacola Habitat for Humanity
Chief Operating Officer

The Chief Operating Officer (COO) oversees and is accountable for Pensacola Habitat for Humanity's ongoing operations and overall asset management. A key member of the senior management team (CEO, COO, CFO), the COO reports directly to the Chief Executive Officer (CEO) and promotes the agency's mission, culture and vision through its multifaceted community development enterprise. The COO is responsible for the effectiveness and efficiency of the affiliate's operation, which includes maintaining control of multiple lines of business and establishing and promulgating appropriate procedures and processes in support of board established policies and goals.

Working toward established goals for performance, the Chief Operating Officer leads employees and encourages maximum performance across the full breadth of the organization's mission. The COO must display the highest level of integrity and lead by example in all areas.

Duties and Responsibilities

- Outstanding organizational and leadership abilities
- Provide day-to-day oversight of the programmatic lines of business (home construction, home owner outreach and development, mortgage lending, neighborhood revitalization, asset management)
- Responsible for leading the affiliate to achieve and surpass production, cash flow and programmatic outcome goals and objectives
- Dedication to developing and maintaining a strong, stable and engaged workforce
- Provide primary point of contact for contracted professional services (HR, legal)
- Aptitude in sound decision-making and problem-solving in pressure situations
- Collaborate with the governing board and professional leadership team to develop and implement plans for the operational infrastructure of systems, processes, and staff

Skills and Qualifications

- In depth understanding of and commitment to Pensacola Habitat for Humanity's mission of building homes, community and hope
- BS/BA in Business Administration or relevant field; MBA or other graduate level education is a plus
- 10 plus years of operational and personnel management, with minimum 3 years in a senior leadership position
- High-level understanding of all business functions, including IT, HR, Finance, Project Management
- Ability to communicate clearly to multiple audiences, both verbally and in writing
- Demonstrable competency in strategic planning and business development
- Understanding of data analysis and performance/operation metrics

Physical Requirements and Work Schedule

The position is primarily performed in a climate controlled office space, with significant amount of time behind a desk. Outside meetings and events are occasionally required. This is a full time, exempt position with no fewer than 40 hours per week expected. The anticipated work schedule follows general business hours, but may require evening and/or weekend availability on occasion.

Resumes and cover letters must be sent to info@pensacolahabitat.org. No phone calls, please.

Pensacola Habitat for Humanity is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, marital status, national origin, or disability.