



The **Chief Operating Officer (COO)** is a vital right hand to the President & CEO, providing leadership, management, and vision to ensure The Bowery Mission (TBM) continuously develops the infrastructure, systems, and processes needed for optimal performance among 155+ employees and across 7 campuses. The **COO** serves as a member of the Executive Leadership Team of officers, which is responsible for the overall strategy and direction, financial viability, operational structure, and execution of the board-approved plans of TBM.

In this role, the **COO** is responsible for strengthening TBM's Facilities, Logistics, Food Services, Camp & Retreats, and IT teams to achieve new levels of performance and address current inefficiencies. Translating strategy into actionable goals for performance and growth, the COO continuously assesses organizational systems and processes and recommends/implements changes for efficiency. TBM seeks an individual for this role prepared to fundamentally transform and to consistently champion a clarified approach to change organization-wide, one that effectively supports the vital work of our mission-driven staff team.

Reports to: Chief Executive Officer (CEO)

Responsibilities:

- With the support of existing operations leadership and staff, promote a customer service posture, identify dependencies and establish clear priorities within organization-wide and campus-specific operations (facilities, logistics, food services,), allocating resources and aligning stakeholders to drive results
- Provide leadership and direction for the Director, Mont Lawn Camp & Retreats, responsible for overseeing all physical and operational needs of the organization's 200-acre facility in Bushkill, PA
- With the support of existing business systems staff and an external IT vendor, ensure the performance and security of our data and information technology, infrastructure, implementation, training, and evaluation
- In partnership with Development Team, leverage in-kind donations to decrease expenses, improve efficiencies, and effectively manage the inventory of donated goods
- With the support of TBM's Owner's Representative (contractor), define organization-wide capital project objectives for each fiscal year within a multi-year capital plan
- Provide accurate and timely reports outlining the operational condition of the company
- Lead the effort to define organization-wide Key Performance Indicators and a process for measuring progress against them

Qualifications

- Bachelor's Degree in Business Administration or related MBA is preferred.
- 10+ years of experience successfully leading teams at the Executive Level
- Embrace the organization's [Statement of Faith](#)
- Increasing awareness and compassion for New Yorkers overcoming homelessness and marginalization, and a motivation to see lives transformed to hope, joy, lasting productivity, and eternal life through the power of Jesus Christ



- Experience leading gap analysis to identify and prioritize operational improvements and leading the implementation across the organization.
- Strong general business acumen specialized focus
- Demonstrated ability in leading organizational change and effective teams with steadfast resolve and personal integrity.
- Understanding of advanced business planning and regulatory issues
- Solid grasp of data analysis and performance metrics
- Ability to diagnose problems quickly and bring about effective resolution.

Salary commensurate with relevant education & experience: \$165,000 to \$175,000 per year

The Bowery Mission takes the health & safety of our staff, guests, clients, and volunteers very seriously, and especially as it relates to the current Covid-19 pandemic.

In partnership with the NYC Department of Health & Mental Hygiene, we have modified our services to stay up-to-date with the latest health and safety guidelines that continuously evolve based on new information and research. We greatly value the contributions of essential workers in roles like this one and have designed protocols around personal protective equipment, social distancing, cleaning and sanitation, and building capacity in order to protect our staff and those we serve.