

The Chief Operating Officer (COO) translates the Community Foundation for Southern Arizona's (CFSA) vision and strategy into integrated operational tactics, strengthening the internal infrastructure needed to achieve our purpose: To create an equitable and vibrant community for all Southern Arizonans by connecting donors to the causes they care about, now and forever.

The COO implements innovative and creative solutions to challenges and takes a customer-service approach to support philanthropy, donor fundholders, nonprofit agency fundholders and grantees, team members, CF Campus tenants, volunteers, community partners, and other stakeholders.

Reporting to the President & CEO and serving as a member of the Leadership Team, the COO will lead and manage several core internal functions of the organization. Those functions currently include Talent & Human Resources (HR), Operations, Data and Systems, and Marketing and Communications. This position is supported by 3-4 employees, in addition to outsourced service partners. Functional expertise in one or more of the assigned areas is welcome but not necessary. The strength of this role is in strategy, collaboration, a willingness to roll up your sleeves to figure things out, and leading others and team projects. The COO will assume overall responsibility for CFSA's efficacy and efficiency. Experience with systems, process improvement, and scaling is critical.

The ideal candidate will bring a systems-minded, inclusive, and collaborative approach to the management of CFSA; they must be adaptable, lead from values, and bring their skills, talent, and passion to ensure CFSA achieves its goals and promise in the community as the needs of the community change. The COO plays a pivotal role in making CFSA an incredible place to work for our team and ensuring our culture is rooted in inclusion, diversity, equity, access, and continuous improvement.

Duties and Responsibilities

BUILD OPERATIONAL CAPACITY TO SUSTAIN GROWTH

The COO will be responsible for assessing CFSA's operational capacity and developing a high-level plan to build on strengths and address weaknesses. This position ensures that the operational platform—including infrastructure, staffing, compliance, risk mitigation, and workflow processes—fuels CFSA's progress toward its strategic objectives in both the near- and long-term.

- In partnership with CEO and Board of Trustees (BOT), lead and execute the strategic plan.
- Monitor progress of overall and yearly strategic plans. Develop board and departmental metrics to ensure plan goals and objectives are achieved
- Develop and maintain systems to report on goals and objectives to key audiences.
- Represent CFSA with the full BOT, committees, and trustees as needed.
- In collaboration with Governance Committee and staff, develop and facilitate onboarding and training for trustees.
- Assess operational capacity for growth and identify critical partnerships, improvements, systems, and investments to meet goals.
- In partnership with CEO and CFO, assess business models and identify opportunities for revenue and service enhancement and expense savings and efficiencies, both for CFSA and CF Campus, our

nonprofit shared space for community advancement that spans more than 24,000 square feet across three buildings.

- Responsible for leading quality assurance, workforce efficiency, and organizational improvement across departments.
- Responsible for the renewal of accreditation with the Council on Foundation's National Standards.
- Lead negotiations and manage ongoing position-relevant vendor relationships.
- Partner closely with key partners in Finance, Philanthropy, and Community Investments to ensure Foundation processes are aligned with CFSA resources and strategies.
- Lead and manage assigned special projects; help develop scopes of work, track progress on projects, and support resource allocation to complete projects.

LEAD SYSTEMS TRANSFORMATION & STRENGTHEN INFORMATION SERVICES

In the near term, the COO will lead the implementation of CFSA's new technology system, including change management, data clean up and enhancement, and report creation processes. It is anticipated that the technology migration will constitute a significant focus during the first 18 months, ensuring that all users are fully trained and that reporting processes provide the Leadership Team with the information needed to manage their functions effectively. Over the long term, the COO will ensure that our technology platforms fully support CFSA's core functions and that our systems enable an optimal external and internal user experience.

- Responsible for strategic planning, growth, and implementation of all information systems needed to meet strategic goals.
- Oversee Data and Systems Manager and outsourced IT services to manage day-to-day technology operations on an ongoing basis and to ensure security and back-up and recovery systems.
- Responsible for oversight of database security access and creation of custom data queries for financial, marketing, philanthropy, community investment, and other needs.
- Present periodic performance reports and metrics to the Leadership Team and Board of Trustees.

ENSURE START-TO-FINISH EXCELLENCE IN DONOR & STAKEHOLDER EXPERIENCE

CFSA seeks to improve the CFSA donor experience—from the first point of contact through the complete donor service life cycle and the experience of all stakeholders. Working across functions to measure and continuously improve that experience, the COO will provide thought leadership to design and execute policy, process, grantmaking, philanthropy, marketing, and fund development plans, to support excellence in the donor and stakeholder experience.

- Manage the Senior Director, Marketing & Communications, and provide strategic guidance on the foundation's Marketing & Communications planning, development, and implementation of

CFSA's marketing and communication strategies, including advertising, digital marketing, and public relations.

- Promote a culture of giving to achieve the foundation's purpose, including through Marketing & Communications and Philanthropy teams, to enhance and build greater visibility through digital communications, social media, and other cultivation tools.
- Benchmark indicators of the donor and stakeholder experience at peer organizations, determine best indicators for CFSA and establish plans to enhance and optimize the experience of donors and stakeholders throughout the organization in partnership with relevant departments.
- Participate in activities to cultivate and steward donors. Become a resource for others on CFSA's portfolio of funds and fund types, investment strategies, engagement opportunities, committees, supporting organizations, and community impact strategies.

DEVELOP TALENT & MANAGE HUMAN RESOURCES

- Oversee HR with support of HR Manager, including outsourced HR vendor services. Ensure compliance with all labor laws and employment practices.
- Oversee process for performance evaluations and compensation reviews, balancing the need for high performance and rapid growth with a commitment to building a culture of collaboration, iterative learning, and equitable practices.
- Lead and support recruitment and talent retention strategies.
- Ensure organization-wide focus on ongoing professional development and staff training in coordination with the CEO and HR Manager.
- In consultation with the CEO, develop in-office and remote working policies that meet the needs of team members and position CFSA to achieve its goals.

PROVIDE ORGANIZATIONAL LEADERSHIP

- Support leaders and teams in developing and building a culture of high performance and continuous learning.
- Continuously model CFSA's focus on IDEA in partnership with the CEO and CFSA's staff and board IDEA Committee; promote ongoing learning and the evolution of equitable practices throughout the organization.
- Provide effective management and support the professional growth of direct reports and the teams they manage.
- Provide leadership, collaboration, and counseling to various cross-functional teams to ensure diverse teams work seamlessly together.
- Represent CFSA with external stakeholders and partners; serve on relevant boards and committees at the request of the CEO.

- Maintain knowledge of emerging technologies and trends in community foundations and operations management.
- Build a network of peers, participate in continuous learning, and offer expertise to the field.

Experience

- Minimum of 8 years of professional experience in nonprofit operations and management, prefer relevant foundation experience.
- Experience in managing teams, selecting and developing team members, setting clear goals, providing performance feedback, and guiding cross-functional collaboration.
- Demonstrated leadership experience promoting diversity and inclusion in a high-performance workplace and across the community.
- Experience in revenue development strategies, including fundraising strategies strongly preferred.
- Experience working with boards, committees, and volunteers.
- Experience in building and scaling operational systems and processes at a non-profit organization.
- Experience managing complex projects involving multiple customers, interests, and goals.

Salary: \$110,000 - \$120,000