Women Giving Back

Chief Operating Officer (COO)

Job Description

Reports to: Executive Director/CEO
Job Type: Full-Time (Exempt)
Salary: $75-$100K Annually
Hours: 40hrs/wk – Flexible Work Schedule
Location: Sterling, VA
Benefits: Health, Dental, Vision | Flexible Spending Account | Life Insurance | Paid Time Off | Paid Holidays | 401(k) w/ a company match | Continuous Learning Opportunities

Position Overview

The **Chief Operating Officer (COO)** is responsible for the organization's day-to-day operations and administrative functions to ensure operational excellence, financial accountability and long-term sustainability. As a member of the senior leadership team, the COO provides strategic and hands-on leadership across programs, human resources, facilities, financial administration, technology, risk and compliance, and organizational systems. The COO translates the CEO's vision and the Board's strategic priorities into operating plans, builds the infrastructure and team needed to scale WGB's impact, and manages resources, performance and results. As the CEO's primary operational partner, the COO plays a critical role in organizational planning, decision-making and leadership continuity.

Organization Overview

WGB is a nonprofit dedicated to helping women and children in crisis by providing quality clothing at no cost while creating pathways to stability through workforce development, community partnerships and supportive services. Since 2007, WGB has empowered thousands of families each year through the generosity of donors, volunteers and community partners.

Core Responsibilities

- Lead daily operations across programs, facilities, finance, human resources, technology and administrative functions, translating the strategic plan into annual operating goals, measurable outcomes and accountable work plans.
- Maintain an active, visible presence throughout the facility, modeling WGB's culture of supporting staff and volunteers, resolving challenges and stepping in as needed.
- Lead, mentor and hold accountable the senior staff and managers who report to the COO, setting clear performance expectations, building leadership capacity and fostering a collaborative, high-performing culture.
- Direct facility operations, including maintenance, safety, security, equipment, repairs and capital improvements, and manage related vendors and contractors to ensure a safe, organized and welcoming environment.
- Oversee the human resources function, including recruitment, onboarding, compensation and benefits, performance management, employee relations, personnel records and the implementation of personnel policies in compliance with employment law.
- Partner with the CEO, Board finance leadership and accounting partners on annual budget development, monitoring and forecasting; ensure sound financial reporting, internal controls, purchasing, payroll and vendor payment processes, and audit readiness.

- Develop, implement and maintain organizational policies, standard operating procedures, safety protocols and risk management practices, and ensure compliance with applicable regulatory, insurance, grant and donor requirements.
- Align program, development, communications and operational teams to ensure appropriate staffing, resources and coordination across WGB's services, events and initiatives.
- Oversee organizational technology, data, software and administrative systems, including data security and reporting, and manage technical support partners to ensure systems effectively support the mission.
- Negotiate and manage contracts and relationships with service providers, contractors, suppliers and other operational partners, ensuring quality, cost-effectiveness and timely delivery of services.
- Establish key performance indicators and operational dashboards, report on organizational performance to the CEO and Board, identify gaps and lead process improvements that support strategic priorities and growth.
- Serve as the CEO's primary operational partner, contribute to strategic planning and Board engagement, and provide leadership and decision-making authority in the CEO's absence.

Qualifications

- Minimum of eight (8) years of progressively responsible nonprofit experience in operations, human services or administration, including at least five (5) years in a senior leadership role with supervisory responsibility for managers and teams. Bachelor's degree in business, nonprofit management or a related field preferred.
- Demonstrated ability to lead multi-functional operations, set priorities, manage change, supervise and develop staff, and independently resolve complex operational challenges.
- Experience overseeing human resources administration, including recruitment, onboarding, employee relations, performance management and personnel policies.
- Strong financial acumen, including budget development and oversight, forecasting, purchasing, payroll processes and internal controls; experience working with auditors, accounting partners and board finance committees.
- Experience managing facilities, vendors and contractors, and ensuring a safe, organized and functional workplace.
- Strategic thinking, sound problem-solving and decision-making skills, with exceptional attention to detail and the ability to follow through on commitments.
- Proficiency with Microsoft Suite and the ability to evaluate, implement and manage organizational software, databases and administrative systems.
- Excellent interpersonal, written and verbal communication skills, including the ability to present to the Board and engage staff, volunteers, donors, community partners and organizational leadership.
- Demonstrated ability to handle confidential information, exercise sound judgment and manage sensitive personnel and organizational matters with professionalism.
- Flexible, resourceful and self-motivated, with a hands-on approach to leadership and a willingness to assist with operational and facility needs as circumstances require.
- Commitment to Women Giving Back's mission and demonstrated ability to work effectively in a collaborative, fast-paced, community-focused environment.
- A strong sense of humor, positive outlook and a compassionate, collaborative spirit are essential.

PHYSICAL DEMANDS:

- Ability to work in a dynamic environment that includes office, warehouse, retail-style, and community service settings.

- Ability to stand, walk, bend, reach, and perform other physical activities associated with daily facility operations.
- Ability to occasionally lift, carry and move items weighing up to 35 pounds.
- Ability to communicate effectively in person, by telephone and through electronic communication.
- Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of the job.
- Willingness to assist with hands-on operational tasks, including organizing workspaces, moving supplies, preparing spaces for events, and supporting facility needs as necessary.
- Flexibility to work occasional evenings or weekends to support organizational events, operational needs or emergencies.

TO APPLY: Send a thoughtful cover letter and resume to **Career@WomenGivingBack.org** with the job title in the subject line. No phone calls, walk-ins, or social media inquiries. Selected applicants will be contacted for an interview.

Women Giving Back is an **Equal Opportunity Employer** committed to fostering a diverse, equitable and inclusive workplace that reflects the communities we serve. We encourage individuals of all backgrounds and experiences to apply. If you are passionate about our mission and believe you can succeed in this role, we encourage you to apply even if you do not meet every qualification.