



Job Opportunity

Title: Chief Operating Officer
Supervises others: Yes
Reports to: Chief Executive Officer

Position Type: Full-Time; Exempt
Salary Range: \$80,000 - \$100,000
Benefits: Full-time benefits package
Location: 919 E. Jefferson St., Phoenix, AZ
Remote Eligibility: No
Telework Eligibility: Yes (10%)
More: *Evenings and weekends are required 10-12 times a year*

POSITION SUMMARY

The Chief Operating Officer drives organizational strategy and provides thought leadership related to a broad array of human resource, finance, operations and mission-related decisions. This position is responsible for creating and sustaining a culture of equity in all practices.

RESPONSIBILITIES INCLUDE

Institutional Direction & Strategy Execution

- In alignment with the mission of Rosie's House and in partnership with the Chief Executive Officer, provides direction to initiatives, programs, operations, organizational culture, and maintains knowledge of trends, external resources, and opportunities
- Works with organization leadership, including Board of Directors, in strategic plan development related to overall goals
- Supports department planning and monitors measurement tools to assess the progress of strategic initiatives
- Develops, in partnership with Chief Executive Officer, a broad constituency in the community and creates partnerships to pursue joint funding and service opportunities
- Creates a strong sense of team and transparency
- Actively contributes to a positive culture that is aligned with organizational values

Mission Execution

- Oversees community needs assessment to determine effectiveness of programs/services and the development of new offerings
- Facilitates participant survey analysis and process for program improvements
- Collaborates with staff to integrate relevant research into program and service decisions
- Provides oversight to or direct administration of strategic initiatives
- Leads on grant compliance and achievement of grant deliverables

Human Resources and Team Development

- Leads and supports the hiring, motivating, development, and retention of a high-performance team
- Oversees employee onboarding, and employee evaluation and goal-setting process
- Oversees professional development opportunities and team trainings
- Develops cadence and content for staff meetings
- Stewards organizational culture through employee recognition programs and practices
- Fosters growth-oriented and encouraging environments for all employees to encourage maximum performance and fulfillment of purpose

Financial Oversight

- Leads organizational budgeting process engaging all departments in effective and transparent budgeting processes
- Provides oversight in monitoring and reporting financial health of organization
- Supports day-to-day financial operations and annual audit preparation
- Works with departments on budgeting, forecasting, and resource allocation

Administration

- Develops policy and procedures and oversees communication, implementation, and execution to ensure accordance
- Leads in risk management, auditing policies, and procedures annually to assess risk and make improvements
- Conducts meaningful, proactive analysis to improve key business decisions
- Oversees the appropriate retention of data, files, and archives
- Plays an important role in creating systems and workflows to maximize staff efficiencies

Special Event Responsibilities

- Supports, in tandem with Program & Community Engagement Director, signature events
- Plans and appropriately empowers staff to engage and contribute to success of signature events

Supervision + Other duties

- Responsible for direct supervision of Operations Director, Program & Community Engagement Director, as well as consultants and vendors as appropriate
- Provides coverage to programs and operations as needed
- Serves as spokesperson as needed

ESSENTIAL QUALITIES

You will succeed at this role if:

- You have a strong leadership presence and are a persuasive and passionate communicator
- You are a critical and strategic thinker with a thoughtful approach to analyzing data and determining solutions and opportunities
- You have the confidence to initiate and build meaningful and genuine relationships
- You have strong self-motivation and discipline to set and exceed goals
- You understand non-profit lifecycles and the opportunities and challenges presented to organizations in growth mode
- You have a thorough understanding of administration and management best practices

EXPERIENCE AND QUALIFICATIONS

- Bachelor's degree or equivalent experience
- 5 years direct experience in leadership role in non-profit or government sector
- Working understanding of positive youth development and arts learning practices
- Exemplary organizational skills and the ability to prioritize concurrent projects
- Excellent administrative skills and ability to create systems and workflows
- Experience with managing diverse teams and strong ability to supervise and support teams
- Strong ability to utilize a variety of online systems

BENEFITS

Time Off: Rosie's House offers generous vacation benefits starting with 14 days of paid vacation per year, with increases every three years for up to 21 days paid vacation. Rosie's House also recognizes 9 Holidays that can be flexed according to an employee's personal or religious beliefs.

Health Care, Short/Long-Term Disability and Life Insurance: Rosie's House offers 100% employer paid medical, dental, and vision premiums for full-time staff members on our base plan. Rosie's House also carries short- and long-term disability insurance and offers a life insurance policy to full-time employees.

Retirement: Rosie's House offers a 401k plan option with matching funds available.

HOW TO APPLY

Please submit your 1) cover letter 2) resume and 3) Employment Application to employment@rosieshouse.org using **Chief Operating Officer** and your name in the subject. The Employment Application can be found on the [Rosie's House website](#).

Rosie's House is committed to creating a safe environment free from abuse of any kind. Rosie's House has policies that safeguard our students including Sexual Abuse Awareness Training, Screening Process, and Criminal Background Check for all staff before employment begins.

Conditions: This position description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change. Company reserves the right to revise the responsibilities or to require other or different tasks be performed at any time.

Rosie's House believes that a diverse staff is necessary to achieve the vision of our work. We encourage applications from candidates who can contribute to the diversity of our workforce across a range of dimensions. Individuals who identify as Black, Indigenous, Latino/a/x, Asian, Pacific Islander or other People of Color, people who are queer, trans, non-binary, people with disabilities, people who are immigrants, people from poor and working-class backgrounds, and people who are/have been system-impacted are strongly encouraged to apply. As an **Equal Opportunity Employer**, Rosie's House will not discriminate against an employee or applicant on the basis of age, race, color, religion, national origin, physical or mental disability, sexual orientation, or marital status.

MORE ABOUT US

At Rosie's House our work culture is supportive, collaborative, transparent, and mission focused. Rosie's House employs nine full-time staff, 23 part-time highly trained music educators, and has an annual operating budget of approximately \$1,800,000 (contributed revenue model). Our team believes music education creates hope, fuels the imagination, sparks creativity, and is a powerful force for social justice and vitality in our community.

Providing over 550 youth, grades PREK-12, with lesson opportunities in piano, strings, winds, percussion, guitar, choir, digital music, and Mariachi, Rosie's House is one of the largest 100% free music programs nationwide. Our mission is to eliminate barriers to high-quality music education. Through music, we support youth as they develop their full creative and personal potential.

For more information visit www.rosieshouse.org