

## **Job Posting**

**Title:** Chief Operating Officer

**Department:** Operations

**Reports to:** Chief Executive Officer

**Supervises Others:** Yes

**FLSA Status:** Full-Time, Exempt

**Salary:** \$125,000 - \$140,000

**Location:** 919 E. Jefferson St., Phoenix, AZ

**Remote Eligibility:** No

**More:** Evenings/Weekends are required 10-12 times a year. Ideal Start Date: Feb. 1, 2026

## **POSITION SUMMARY**

Rosie's House—one of the nation's largest providers of free music education—seeks a strategic and values-driven Chief Operating Officer (COO) to join its executive leadership team. The COO will ensure operational excellence, financial sustainability, and mission impact across the organization.

Reporting to the CEO, the COO provides strategic leadership and direct oversight of finance, human resources, and operations, overseeing a dedicated operations team (2) and external vendors. This role is ideal for a dynamic leader with a demonstrated ability to drive operational efficiency, strengthen teams, and steward financial systems that support long-term organizational sustainability.

The COO is essential in translating strategy into action—optimizing systems, aligning people and processes, and ensuring accountability to organizational goals. Rosie's House operates with a staff of 12 full-time and 23 part-time employees and an annual budget of \$2.5 million.

## **RESPONSIBILITIES**

### **Executive Leadership & Strategy**

- Serve as a strategic thought partner to the CEO and executive team, contributing to the organization's long-term vision.
- Lead operational planning and execution to achieve organizational strategic goals.
- Provide staff leadership to the board Finance Committee, and deliver accurate, timely reports on operations, financials, and key performance metrics to board and staff.
- Foster a collaborative, mission-driven culture that embodies our core values of opportunity, excellence, creativity and community.

### **Financial**

- Lead the organization's financial strategy in partnership with the CEO and Board Finance Committee to achieve long-term planning and sustainability.
- Direct the annual budget process, in collaboration with the Chief Executive Officer, Executive Team, and other key leaders, to align financial plans with strategic goals.
- Oversee all daily financial operations including budgeting, forecasting, financial reporting, and cash flow management in partnership with outsourced CPA firm.
- Monitor financial performance against budget and provide timely analysis for decision-making.
- Oversee audits, debt covenant compliance, and grant related financial reporting to ensure accountability and transparency.
- Strengthen financial acumen across departments through training and coaching for department leaders.

### **People & Culture**

- Direct the People & Culture strategy and functions, ensuring policies, processes, and culture align with organizational values.
- Lead workforce planning, job architecture, and organizational design to support mission, growth, and financial sustainability.
- Oversee equitable and consistent practices across hiring, onboarding, performance management, and

promotions.

- Develop pathways for professional growth, coaching systems, and leadership training to elevate management capacity across the organization.
- Serve as a senior advisor on employee relations, conflict resolution, and sensitive personnel matters.
- Ensure compliance with employment laws, HR risk management, and maintenance of the employee handbook.
- Lead the performance review cycle and goal-setting processes.
- Oversee compensation philosophy and salary benchmarking; recommend annual compensation adjustments, including merit increases, promotions, and structural changes.
- Oversee staff satisfaction and engagement efforts, including surveys, feedback loops, recognition, and internal communications.

## **Operations**

- Direct organizational operations, ensuring that systems, processes, and policies are effective, efficient, and support organizational success.
- Lead facilities management, including capital planning, safety, maintenance, and risk management.
- Ensure IT systems support efficient operations procedures and innovation; oversee system infrastructure and cybersecurity protocols.
- Establish and oversee a comprehensive risk management and compliance framework to ensure adherence to legal, regulatory, and nonprofit governance standards.

## **Program & Impact Support**

- Collaborate with program leadership to align resources, streamline cross-departmental workflows, and remove operational barriers, ensuring the successful delivery of high-quality programs.
- Develop and monitor metrics to track organizational performance and impact.

## **Qualifications**

- Minimum 10 years of progressive leadership experience, with at least 3 years of experience in operations or senior management.
- Demonstrated success overseeing finance, HR, and operational functions (nonprofit experience strongly preferred).
- Strong project management, analytical, and problem-solving skills.
- Excellent interpersonal and communication skills, with the ability to build trust and collaboration across teams.
- Commitment to the organization's mission and values.
- Bachelor's degree required; advanced degree in business, nonprofit management, or related field preferred.

Other desired qualities:

- High energy and adaptability with a collaborative mindset and a proactive work style.
- Proven ability to make sound decisions with honesty and transparency, maintaining the highest level of integrity.
- Ability to translate data and complex problems into clear, compelling stories that inspire teams to act.

## **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 of 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 provides short- and long-term disability insurance and offers a life insurance policy to full-time employees.

**Family Leave:** Rosie's House offers 3 months of paid family leave in the event of welcoming a new child into your family.

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

## **HOW TO APPLY**

Please submit your cover letter, resume to [employment@rosieshouse.org](mailto:employment@rosieshouse.org) using **COO** in the subject. If invited to interview, you will also be required to submit the Employment Application and Safety Application 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 critical to 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 based on 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 twelve staff and 23 part-time highly trained music educators and has an annual operating budget of approximately \$2,500,000 (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 800 youth, ages 0-18, with opportunities in early childhood, 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](http://www.rosieshouse.org)