



Chief Operating Officer

Nashville International Center for Empowerment (NICE), established in 2005, is a nonprofit 501(c)(3) Ethnic Community-Based Organization dedicated to ensuring refugees and immigrants achieve their full potential now and for generations to come. The Chief Operating Officer (COO), will serve as one of the senior leadership team members of NICE. The COO will lead our diverse team of high-performing professional leaders to be efficient, productive, and effective. The ideal candidate must have extensive experience within the nonprofit industry. This person must present a unique mix of leadership and management expertise, plus proficiency with the practices, policies, and procedures of the nonprofit organization. The Chief Operating Officer will report directly to the President/CEO. This is 40 hours full-time, hybrid position, with some remote working opportunities and flexible scheduling. The candidate must live or commute to Nashville, Tennessee.

Objectives:

- Collaborate and serve with the CEO and CFO on the Senior Leadership team
- Design and implement organizational strategies, plans, and procedures
- Set comprehensive goals for performance and growth
- Establish policies that promote an organizational culture of unity and vision
- Translate strategy into actionable steps for growth, implementing organization-wide goal setting, performance management, and annual operations planning
- Oversee programmatic operations and build a highly inclusive culture that ensures team members can thrive and that organizational goals are met
- Evaluate performance by analyzing and interpreting data and metrics
- Ensure effective recruiting, onboarding, professional development, performance management, and retention
- Ensure compliance with national, state, and local business regulations, and take appropriate action when necessary

Responsibilities:

- Oversee departments and programmatic operations
- Analyze programmatic activities and identify areas of improvement
- Demonstrate competency in strategic planning and business development
- Be proficient in IT/business infrastructure and MS Office, Excel, etc.
- Provide outstanding organizational and leadership abilities
- Demonstrate excellent interpersonal and public speaking skills
- Implement business strategies and plans that align with the short- and long-term objectives developed in tandem with the CEO

- Monitor performance with tracking software and take corrective measures when necessary, and prepare detailed updates and forecasts
- Build and maintain trusting relationships with key stakeholders including clients, community partners, and supporting donors
- Attend partnership, staff, programmatic, and senior leadership meetings
- Implement effective systems, practices, and policies that allow departments to deliver highly successful, trauma-informed services capable of empowering families and self-sufficiency.

Required skills and qualifications:

- Five or more years of experience in executive leadership roles
- Excellent leadership skills, with steadfast resolve and personal integrity
- Understanding of advanced nonprofit business planning and regulatory issues
- Solid grasp of data analysis and performance metrics
- Ability to diagnose problems quickly and foresee potential issues
- Ability to prioritize and strategize solutions to achieve strategic outcomes
- Willingness to travel, and work a nontraditional schedule
- Proven experience in a Chief Operating Officer or relevant role with duties including recruitment, supervision, and building an inclusive culture of unity
- Aptitude in decision-making and problem-solving
- Master's degree in Leadership, MSc/MBA, License in Leadership/Nonprofit is a plus
- Excellent written and verbal communication skills
- Experience with reports to donors, governance boards, and the community

Preferred skills and qualifications:

- Fundraising experience
- International nonprofit experience
- Understanding of US-Resettlement Programs.
- Understanding federal grant-funding programs
- Experience in a diverse setting
- Experience working with diverse populations
- Understanding community-based organizations and their approaches
- Experience managing sustainable organizational growth

A successful COO would be able to work with all leaders at NICE. They must have leadership skills and experience in nonprofit settings. A good COO must have excellent communication and people skills as these are important qualities for overseeing several growing departments throughout the organization.

COMPENSATION:

- Job Type: **Full-Time**
- Salary Range: **\$80,000-\$100,000/yr**
- Benefits: **Paid holidays, vacation and PTO, health insurance and 401k**

Contact Information and Procedure:

Send resume and cover letter to: careers@empowernashville.org. Qualified candidates will be contacted for an interview. No calls. Applications without the requested information will not be considered.

APPLICATIONS WILL BE RECEIVED UNTIL THE POSITION IS FILLED.

Nashville International Center for Empowerment does not and shall not discriminate on the basis of race, ethnicity, color, religion (creed), gender, gender identity/expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors and vendors.