



## JOB DESCRIPTION

www.habitatmetrodenver.org

<b>Title:</b> Chief Operating Officer	<b>Employment Status:</b> Full-time
<b>Department:</b> Executive Leadership	<b>FLSA Status:</b> Exempt
<b>Reports to:</b> Chief Executive Officer	<b>Supervises:</b> VP, Homebuyer and Lending Programs, VP, ReStore Operations, Director Real Estate Development; Construction Manager – Home Preservation, Construction Manager – New Construction; Construction Support Manager

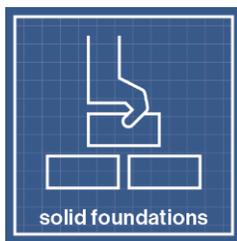
### **The Organization:**

Habitat for Humanity of Metro Denver (Habitat Metro Denver) is part of a global, nonprofit housing organization that seeks to put God's love into action by bringing people together to build homes, communities, and hope. Habitat for Humanity was founded on the conviction that everyone needs an affordable, healthy and stable place to live in dignity and safety, and that affordable housing should be a matter of conscience and action for all.

To achieve our vision of a world where everyone has a decent place to live, Habitat Metro Denver builds, renovates and sells homes in partnership with low- and moderate-income families. The organization also works with existing low-income homeowners in formerly red-lined Denver neighborhoods to do critical home repairs. Throughout its 42-year history, Habitat Metro Denver has served more than 2,500 households and is the 8<sup>th</sup> largest producer in the Habitat U.S. network.

As an advocate for policies that create and preserve affordable housing, build wealth through homeownership, and stabilize communities experiencing involuntary displacement, Habitat Metro Denver engages the community to be a catalytic force at federal, state and local levels.

Habitat Metro Denver's **Cultural Blueprint** highlights the specific behaviors and mindsets that support our core values and guide day-to-day decisions, behaviors, and interactions of every person within our organization.



**Solid Foundations** - Our mission is at the heart of everything we do. We are passionate about our work, our teams, and our relationships.

**Innovative Design** - We are curious. We embrace change. We take risks and initiative to address a complex social issue – housing. We exemplify grit and determination in our relentless pursuit to ensure everyone has a safe and affordable place to call home.

**Open Doors** - We welcome everyone. We aspire to be an inclusive organization that celebrates one humanity – where equity, diversity and inclusion are at the core of every facet of our work.

**Clear Windows** - We approach everyone with kindness, clarity, and transparency. We champion authenticity, illuminate our strengths, and hold ourselves and others accountable.

**Supportive Structures** - We have each other's backs. We collaborate. Becoming better at what we do takes all of us. By building homes and life-changing careers, we make a transformational difference in our lives and the lives of others.

**Position Overview:**

The Chief Operating Officer (COO) is responsible for leadership in a high-impact, equity-oriented organization and ensuring the alignment of the mission and program operations in a high-cost housing market. Specifically, the COO is charged with the development, execution, and evaluation of Habitat's program operations, including Real Estate Development, Construction, Homebuyer and Mortgage Services, Community Land Trust, and ReStores. This role reports to the CEO and is a critical member of the organization's Senior Leadership Team (SLT).

Working in close and continuous collaboration with the Chief Executive Officer (CEO) and SLT, the COO is responsible for driving the organizational goals, strategic and annual plans, and mission impact. The COO will lead a variety of interrelated business units to achieve the organization's mission, create a financially sustainable model for long term operations, and build the organization's capacity. Leading with the organization's mission principles and culture code as the guide, the COO will supervise the team leaders for Real Estate Development, Construction, Homebuyer and Lending Programs, and the Restores.

This position requires an executive leader who is passionate about Habitat's vision and mission, has experience leading diverse business units simultaneously, demonstrates a high level of emotional intelligence, operates comfortably in a dynamic, opportunity-driven culture, a talented people manager who excels at building relationships.

*The following reflects the organization's definition of essential functions for the job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

**Key Accountabilities:**

*Strategic and Organizational Leadership*

- Provide effective, forward-thinking, and inspiring leadership across functional areas by being actively involved in all programs, developing broad and deep knowledge of core businesses, and nurturing a structure for empowered decision-making across teams.
- Build organizational and staff capacity, develop processes that ensure the organization runs smoothly and establish an environment that promotes teamwork across the diverse aspects of the organization's functions.
- Successfully lead organizational change across functions and serve as a catalyst for innovation, transparency, and continuous improvement for the organization.
- Work with CEO and SLT to develop long-term strategic plan for organization; oversee implementation of department goals and financial management.

- Manage, develop, evaluate, and mentor staff; provide leadership and guidance in goal setting, problem solving, resource management and outcome achievement.
- Monitor, measure and report on operational issues, opportunities, plans and achievements to CEO and Board.
- In collaboration with senior leadership, ensure continued development, integration, and realization of the “Equity Strategic Roadmap” encompassing staff development, organizational infrastructure, culture, strategy, and community engagement.

#### *Program Management*

- Responsible for all aspects of program operations including Homebuyer Services, Affordable Mortgage Solutions, Community Land Trust, Real Estate Development, Construction, and ReStores.
- Build capacity within the organization for increased housing production and mortgage originations, while maintaining a financially sustainable model.
- Execute fiscal year plan; hit production goals and budgets for housing programs and achieve revenue and net income goals for ReStores in a high-cost market.
- Coordinate activities to ensure transparency and collaboration between departments, appropriate communication, and efficient program delivery; anticipate future opportunities and market conditions.
- Assess and analyze risk associated with organizational strategies and growth opportunities.
- Identify and initiate opportunities to reduce expenses, create increased operational efficiencies and leverage assets/resources to increase the organization’s capacity for impact.
- Strengthen operational systems and processes to improve cross functional communication and decision making for current and future projects and growth strategies.
- Develop/refine, implement, and maintain a system for tracking and reporting on all aspects of operational processes and service programming.
- In collaboration with the SVP Finance and Administration ensure that accurate and consistent data collection and evaluation of programmatic efforts is a priority throughout the organization.
- Maintain a working knowledge of best practices and trends in the fields of affordable housing, residential construction, mortgage services, home improvement retail, and nonprofit management.
- Work with the Director of Real Estate Development to support additional production start-up, monitor progress, and create repeatable model for future.
- In collaboration with the VP of ReStore Operations, chart a long-term direction for the program including but not limited to additional stores, product acquisition, staff development, and new online selling marketplaces.
- Coordinate with the VP of Homebuyer and Lending programs to synergize operations, develop a coordinated post-close stewardship strategy, and ensure principles of equity and inclusion are imbedded throughout the design and execution of all facets of our homeowner, mortgage and community land trust operations.
- Establish and maintain constructive and cooperative relationships with staff, peers, volunteers, vendors, consultants, and stakeholder groups.

#### *People and Cultural Leadership*

- Enhance the organization’s culture by reinforcing cultural values and the “Equity Strategic Roadmap” and champion the utilization of volunteers throughout the organization’s programs.
- Work with SLT to build and foster a healthy, equitable, diverse, and inclusive culture.

- Lead, motivate and develop high performing teams across multiple programs and deepen cross functional understanding, communication, and workflow.
- Provide leadership and guidance in goal setting, problem solving, resource management and outcome achievement; work with teams to develop annual work plans and measurements for personnel accountability and program efficiencies.
- Provide real-time, constructive feedback on staff's performance, encourage professional development, and identify career paths for team members.
- Identify ways to grow mission impact, monitor program activities for critical path processes and adapt to impacts of dynamic markets.

**Candidate Profile:**

***Professional Experience and Education:***

- Minimum 10 years' experience achieving results in a complex multi-service nonprofit, small/medium size private sector organizations including construction and real estate, mortgage lending and/or social services and community development.
- 10+ years' experience leading motivated high performing individuals and teams in innovative, high-growth environments.
- Proven ability to balance leadership and management roles within a growing, dynamic organization; highly effective at change management.
- Ability to manage multiple projects across different business lines on time and within budget.
- Demonstrated commitment to achieving outcomes related to equity, diversity, and inclusion internally and externally to Habitat.
- Extensive cross-departmental organizational leadership; extensive financial management and project management experience; experience creating annual operating plans and budgets that support strategic objectives.
- Ability to develop, understand and analyze financial statements and projections to support the organization's long-term planning.
- Demonstrated working knowledge of data analysis and decision-support metrics resulting in strategies/activities that lead to desired outcomes.
- Able to identify, evaluate, problem solve and provide direction towards problem resolution for individual and organization-wide issues, adept at conflict resolution.
- Superior mentoring, professional development, people management and leadership skills; evidence of leading change with positive outcomes; an inspiring team builder who engenders trust and builds commitment to goals and objectives.

***Personal Attributes:***

- Passionate about the mission and vision of Habitat as a highly respected leader in affordable home ownership and community building.
- Visionary and forward facing; culturally competent; passionate about cultivating a healthy and positive workplace culture.
- Strong business acumen and ability to drive results; embraces change and strives for continuous improvement, establishes goals, ensures readiness of the team, and translates goals into action.
- Able to do private sector work through a social impact and equity lens; acceptance of and ability to work with and effectively communicate with diverse populations.

- Effective and proactive team player; collaborative in nature; a networker with exceptional relationship-building and presentation skills.
- Transparent communicator; authentic listening skills; able to gain confidence and trust of others through honesty and accountability.
- Highly inclusive; demonstrates high emotional intelligence and leads by example.
- Makes decisions and solves problems independently and effectively.
- Positive, optimistic outlook that fosters a productive and upbeat work environment.

**PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB:**

This position is assigned to Habitat’s main office and will require sitting at a desk for most of the day and the ability to type. Throughout the day, employee may move around an office space to perform various tasks and access files. This position requires the individual to be on the telephone and at a computer for extended periods of time. Must be able to lift up to 25 pounds from time to time.

**WORK ENVIRONMENT AND CONDITIONS:**

A portion of the job responsibilities may be accomplished remotely. The employee should be prepared to attend meetings and other events at locations other than Habitat’s primary office location; evening and weekend work may be required.

**OTHER REQUIREMENTS:**

- Ability to traverse a construction site or ReStore
- Must possess a valid Colorado driver license and maintain a suitable driving record (MVR) in accordance with the Employee Handbook
- Ability to travel to and from meetings and appointments in locations and times when public transportation is unavailable
- **Proof of COVID-19 vaccination is required for employment**

The starting salary range for this position is: \$145,000 - \$180,000 with consideration given for applicable education and/or experience above the minimum requirements.

Benefits available include medical, dental and vision insurance options; 401k savings match; eligible for a performance-based bonus; paid Life Insurance and AD&D policy; Short and Long-Term Disability Insurance; Paid Time Off for vacation, sick, holidays, floating holidays, Healthy Families Workplace Act (HFWA) Leave; Parental Leave and paid time to volunteer.

For consideration, qualified applicants should send resume or work history and cover letter to:

Janet Albert  
Partner, Bridge Partners  
[janet.albert@bridgepartnersllc.com](mailto:janet.albert@bridgepartnersllc.com)

Larry Griffin  
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*At Habitat for Humanity of Metro Denver, we value diversity and strive to ensure that our practices and policies are equitable and inclusive. We do not tolerate harassment or discrimination of any kind. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), sex, sexual orientation (including transgender status and gender identity or expression), pregnancy (including childbirth, lactation, and related medical conditions), marital status, race, national origin (including ancestry), disability, creed, religion, genetic information, HIV status, military or veteran status, or any other status protected by federal, state, or local laws. Habitat Metro Denver is dedicated to the fulfillment of this policy in all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, dismissal, and all other terms, conditions, and privileges of employment.*