



Winston-Salem Urban League
Job Description: Chief Operating Officer

Responsible to

Chief Executive Officer (CEO)

Salary commensurate with experience

Responsibilities

Generally, the Chief Operating Officer (COO) will lead all program operations, marketing, and grant development, report to CEO of the Winston-Salem Urban League and engage in the following responsibilities:

- Working in partnership with the CEO, create and implement the annual plans and five-year strategic plans;
- Work with the CEO to develop and draft the annual budget;
- Create an organizational online dashboard that demonstrates all program reporting in real-time;
- Serve as the internal leader of the organization;
- Coordinate the annual operations plan and budget;
- Lead a programmatic performance management process that measures and evaluates progress against goals for the organization;
- Coordinate grant writing and reporting efforts in partnership with the CEO;
- Lead National Urban League affiliate reporting responsibilities;
- Assist CEO in donor and volunteer recruitment;
- Develop and lead revenue generating activities;
- Work with CEO to create departmental and program based budgets;
- Working with the CEO to present annual budget to the board of directors;
- Provide for all staff a strong day-to-day leadership presence;
- Provide written quarterly and annual goals and reviews for all staff under COO's supervision;
- Write, and/or manage job descriptions for all staff under COO's supervision;
- Act as board and/or National Urban League liaison when assigned;
- Staff or oversees staffing of any board committees related to programing;



- Lead and manage the organization's directors and staff, who have the following responsibilities:
 - Program:
 - Management of day to day program activities;
 - Measurement program activities and performance outcomes on a monthly basis;
 - Development of program activities, curriculum, tools, standards, and training;
 - Development:
 - Development and implementation of systems for reporting, measurement and supporting revenue generation;
 - Manage proposal preparation and granting writing;
 - Marketing:
 - Management of internet, website and social media design management and marketing;
 - Management of video production and marketing;
 - Management print marketing design and marketing;
 - Measurement of performance outcomes on a monthly basis; and
- Other duties as assigned.

Key Qualifications

The COO must believe in the core values and mission of the Winston-Salem Urban League. The COO should demonstrate a passion for breaking new ground to lead social change. Beyond that, the COO must demonstrate an ability to both lead and build the inspire a driven, bright, diverse team.

Required and/or preferred skills are as follows:

- Four-year college degree required, advanced degree preferred one or both preferably in a related field business management, nonprofit management, public administration, accounting, finance or law;



- Prefer 3-5 years of prior management experience;
- Prefer 1-3 year of prior nonprofit experience;
- Demonstrable familiarity with Winston-Salem, the Triad and North Carolina;
- Demonstrable commitment to and familiarity with civil rights and social justice
- Excellent writing and speaking skills;
- Demonstrable success in fundraising.
- Demonstrable success/experience creating and managing complex systems and programs;
- Ability to access, read, analyze and interpret complex business and professional documents;
- Ability to read, analyze, manage and produce complex financial reports and budgets (nonprofit accounting experience preferred);
- Must be able to pass a background check;
- Current driver's license;
- Computer Proficiency: Google Platform (Gmail, Calendar, Google Docs), proficient at Word, Excel and has basic typing skills;
- Demonstrated skills in planning, time management, flexibility, organization, and independent work proficiency;
- Ability to handle multiple tasks simultaneously and to prioritize appropriately;
- Must have good interpersonal and communications skills and be sensitive, adaptable, professional, and articulate when dealing with others;
- Very organized and reliable;
- Demonstrated success in an independent work environment;
- Experience working with, managing or supervising volunteers or community partners;
- Previous experience with diverse populations; and
- Personal transportation.