Position: Chief Operations Officer
Full-time, Memphis, TN
Salary Range: Starting at $105,000, based on experience

The Chief Operating Officer (COO) is responsible for leadership in a high-impact organization and ensuring the alignment of the mission and program operations. Specifically, the COO is charged with the development, execution and evaluation of Habitat’s program operations, including Real Estate Development, Construction, Programs (including Homebuyer/Mortgage Services and Repairs) and Restore operations. This role reports to the CEO and is a critical member of the organization’s Senior Leadership Team (SLT).

Roles & Responsibilities

• Responsible for all aspects of program operations including Homebuyer Services, Affordable Mortgage Solutions, Repairs/Aging in Place, Real Estate Development, Construction and ReStore.
• 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.
• Work with CEO and SLT to develop long-term strategic plan for organization; oversee implementation of department goals and financial management.
• 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.
• 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.

Required Education & Experience

• Bachelor’s Degree Required; Masters of Business or Public Administration highly desired.
• Minimum of 10 years’ experience achieving results in a complex multi-service nonprofit and/or small/medium size private sector organization, including construction and real estate, mortgage lending, social services and community development.
• Extensive cross-departmental organizational leadership, extensive financial management and project management experience

How to Apply

Applicants should send a resume and cover letter outlining how they meet the specific requirements of the position to habitathr@memphishabitat.com. Make sure to include the position title in the subject line of the email. No phone calls please.

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted. Please note the selected candidate will be required to meet employment verification requirements, pass pre-employment screenings, background checks, and sex offender registry checks.

About Habitat for Humanity of Greater Memphis

Habitat for Humanity’s vision is a world where everyone has a decent place to live, and since 1983, Habitat for Humanity of Greater Memphis has been working to realize that vision in Shelby County. Memphis Habitat partners with people in our community to help them build or improve places they can call home through new home construction, rehabilitation work and Aging in Place home modifications for seniors. Our employees enjoy a relaxed work environment and a real opportunity to make a difference in our community.

Habitat for Humanity is pledged to the letter and spirit of the U.S. policy for the achievement of equal housing opportunity throughout the nation. We encourage and support an affirmative advertising and marketing program in which there are no barriers to obtaining housing because of race, color, religion, sex, handicap, familial status, or national origin. Habitat for Humanity is an equal opportunity employer.