



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## POSITION DESCRIPTION

**Job Title:** Chief Operating Officer  
**Reports To:** Chief Executive Officer

**Position Type:** Exempt Full Time  
**Revision Date:** October 4, 2020

---

### POSITION SUMMARY:

Under the direction of the CEO, the Chief Operating Officer (COO) is responsible for the delivery of programs and services that positions the YMCA as a community convener and collaborator to address critical social issues. Core responsibilities include day-to-day general administration including staff supervision, budget management, financial best practices, program development, quality control, community relations, and long-range planning. The COO also provides direction and leadership for achieving the strategic goals of the YMCA. The COO serves on the senior leadership team and ensures successful operation of the YMCA.

### ESSENTIAL FUNCTIONS:

1. Supports and embodies the core values and mission of Tri-Town YMCA at all times.
2. Supervises the delivery of programs and services to assure sound operation, especially in new service delivery spaces. This includes but is not limited to the interpretation and execution of established policies, the development of procedures and methods, supervision of staff, and evaluation of service/program effectiveness.
3. Develops sustainable deliverables to addressing the root cause of systemic issues.
4. Supports the creation of and recommendation for updated organization policies and structures that remove barriers and fosters equity and inclusion for all.
5. Ensures operational growth of the YMCA through program expansion, participant retention, pricing strategies, collaborations, and mergers and acquisitions.
6. Identifies potential areas for cooperative programming to accomplish strategic goals and priorities of the YMCA.
7. Plan and conducts a wide variety of programs and activities that maximizes available spaces.
8. Creates effective, sustainable, organization-wide collaborations.
9. Represents the CEO in the community as needed.
10. Submits reports as required in a timely manner.
11. Demonstrates confidentiality of participant, staff, and agency information.
12. Demonstrates the capacity to make sound decisions and effectively communicates with all.
13. Recruits and directly supervises certain key positions and ensures that established business policies and practices are followed.
14. Provides leadership and direction to program and service staff by delivering overall direction to employees and volunteers.
15. Handles discipline situations with courtesy and fairness.
16. Responds quickly, intelligently, decisively, and in accordance with established emergency and accident management procedures.
17. Helps to lead staff trainings and meetings.

18. Maintains a positive relationship with all employees, participants, parents, vendors, and volunteers.
19. Supports the preparation of the annual budget. Recommends adjustments to ensure strategic alignment with a balanced operation.
20. Assists with long range plans for the achievement of goals through the development of new and sustainable programs and services.
21. Monitors monthly financial reports to assure that revenue targets are met and expenses are controlled.
22. Maintains accurate record keeping systems, evaluates data, inventories and secures all equipment and materials as needed and as approved by the budget.
23. Develops and maintains contacts in the community with leaders, businesses, organizations, municipal entities, and other groups for the purpose of synergizing and partnering on future opportunities.
24. Assists with the marketing and interpretation/communication the service delivery scope of the YMCA to the community.
25. Assists with the development and execution of fundraising activities and donor meetings.
26. Supports a clean, sanitized, and safe working environment at all times.
27. Communicates problems, concerns, and changes in schedule to the CEO timely.
28. Other duties as assigned.

#### **QUALIFICATIONS:**

1. Must have a bachelors degree in Recreation, Business Management, Social Services, Human Services, or equivalent. Master's degree preferred.
2. Must have ten or more years of experience in all aspects of operations, including staff supervision and development, program and service development and implementation, volunteerism, facility/property management, as well as budgeting.
3. Must have at least three or more years in sponsorship procurement and donor management.
4. Must have demonstrated success as an agent of change in a community/region.
5. Must possess the skills to operate standard office and computer equipment, including registration software.
6. Must have excellent budgetary skills in terms of income projection and expense control.
7. Must have the ability to relate effectively to all people and use diverse critical thinking skills.
8. Must have First Aid, CPR, and AED certifications by first day of employment.
9. Must complete DCFS Mandated Reporter certification within first seven days of employment.
10. Must complete and pass a criminal background check prior to start of employment.
11. Must have the ability to read, write, and organize materials in English.
12. Ability to communicate in Spanish is preferred.
13. Must be able to supervise participants and have safety awareness at all times.
14. Proficient ability to work independently and with teams.

Tri-Town YMCA is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. Tri-Town YMCA is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Tri-Town YMCA are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, family or parental status, or any other status protected by the laws or regulations in the locations where Tri-Town YMCA operates. Tri-Town YMCA will not tolerate discrimination or harassment based on any of these characteristics. Tri-Town YMCA encourages applicants of all ages.

- 15. Proficient ability to build authentic and constructive relationships within the community.
- 16. Ability to work towards YMCA Organizational Leader certification.

**PHYSICAL DEMANDS & ENVIRONMENTAL CONDITIONS**

The COO may be required to work long periods of time inside and outside. The person must be able to lift, turn, and carry 50 pounds at least 10 feet, and placing this load on shelves at chest height so as to fulfill this requirement. May be required to work during various weather conditions, including hot temperatures and rain. Must have 20/20 vision or wear corrective lenses at all times. Must be able to talk, taste, smell, and see (both near and far).

Sitting – Frequently

Crawling – Occasionally

Stopping – Occasionally

Balancing – Occasionally

Crouching – Frequently

Strength – High

Climbing – Occasionally

Kneeling – Occasionally

Walking - Frequently

Tri-Town YMCA is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. Tri-Town YMCA is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Tri-Town YMCA are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, family or parental status, or any other status protected by the laws or regulations in the locations where Tri-Town YMCA operates. Tri-Town YMCA will not tolerate discrimination or harassment based on any of these characteristics. Tri-Town YMCA encourages applicants of all ages.