

# Roles & Responsibilities

**Last Updated:** June 26, 2026

**Title:** Chief Operating Officer **Department:** Administration

**Hours:** Full-Time

**Reports To:** Chief Executive Officer.

**Salary Range:** \$122,000 - \$135,000



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## Position Summary

The **Chief Operating Officer (COO)**, reporting directly to the Chief Executive Officer, serves as the senior operational leader responsible for the seamless execution of 412 Food Rescue's internal functions. This role provides executive oversight across operations, IT, finance administration, and HR contractors, ensuring that organizational infrastructure supports the mission at every level.

As a key member of the executive leadership team, the COO translates organizational strategy into coordinated, cross-functional execution. This leader ensures departments are aligned, resourced, and performing at a high level while maintaining a culture of accountability, equity, and continuous improvement.

All essential duties must be performed in accordance with the Americans with Disabilities Act, with or without reasonable accommodation.

## Objectives

- Serve as a strategic operational partner to the CEO, translating vision into executable plans across departments.
- Provide executive oversight of operations, IT, staff accounting, and HR contractors to ensure organizational efficiency and alignment.
- Build and sustain high-performing, mission-aligned internal teams with clear accountability and professional development pathways.
- Lead enterprise-wide risk management, compliance, and resource allocation to support long-term sustainability.
- Foster a culture of transparency, cross-functional collaboration, and continuous improvement across the organization.

## Success Metrics

- Departments consistently meet or exceed performance goals with strong cross-functional alignment.
- Operational budgets are managed efficiently, with resources effectively allocated to support organizational priorities.
- IT services, HR administration, and Financial operations function reliably and in compliance with applicable standards.
- Employee engagement and retention remain strong across departments under COO oversight.
- Strategic initiatives are executed on time and within scope, with measurable outcomes reported to the CEO and Board.

## Key Responsibilities

### Organizational Leadership & Strategy

- Collaborate with the CEO to align operational strategies with organizational goals and the long-term strategic plan.
- Serve as a key member of the executive leadership team, contributing to organizational planning, priority-setting, and culture.
- Implement and oversee strategic initiatives to drive operational excellence across all departments.
- Lead the development and implementation of operational policies, systems, and procedures.
- Design and optimize cross-departmental processes to ensure efficiency, effectiveness, and mission alignment.
- Evaluate and recommend new service offerings or operational models for fit with organizational strategy and community need.
- Participate in budget development, forecasting, and financial reporting in partnership with the CEO and contracted CFO.
- Represent the organization with the Board of Directors as needed, presenting operational updates and strategic recommendations.

### Operational Oversight

- Provide executive oversight of the Vice President of Operations, ensuring food rescue logistics, distribution, and community partnerships are performing at a high level.
- Manage the Staff Accountant and ensure accurate, timely financial administration in coordination with the contracted CFO.
- Oversee HR contractor(s) to ensure effective talent management, compliance, and workforce support across the organization.
- Allocate resources effectively to support operational objectives and strategic initiatives.

- Manage and mitigate operational risks while ensuring adherence to compliance and safety standards.

## **Team & Department Coordination**

- Act as a bridge across departments, ensuring clear communication and seamless execution of organizational initiatives.
- Coordinate cross-departmental collaboration to ensure alignment with organizational objectives.
- Build and support high-performing teams, fostering an environment of accountability, psychological safety, and innovation.
- Train, develop, and mentor direct reports and organizational leaders.
- Perform other duties as assigned to support team goals and organizational priorities.
- Track and report key performance metrics across departments under COO oversight.
- Implement monitoring and evaluation systems to assess the effectiveness of operational strategies.
- Continuously analyze operational benchmarks and recommend improvements.
- Present performance data and strategic updates to the CEO and Board of Directors as needed.
- Work closely with the CEO, contracted CFO, Board, and executive team to ensure organizational alignment.
- Engage with external stakeholders to enhance operational support and foster strategic partnerships.
- Represent the organization in meetings or events that require executive operational leadership.

## **Preferred Qualifications**

- Bachelor's degree in a relevant field or equivalent professional experience required; advanced degree (e.g., MBA, MPA) preferred.
- 10+ years of progressively responsible leadership experience in operations, nonprofit management, or a related field.
- 7+ years of experience in a senior leadership role with direct responsibility for managing and developing teams.
- Demonstrated experience overseeing multiple departments or functions, including HR, finance administration, and technology.
- Strong financial acumen with experience in budgeting, forecasting, and reporting.
- Proven ability to translate strategy into coordinated execution across teams.
- Strong emotional intelligence with a demonstrated commitment to diversity, equity, and inclusion.
- Excellent written and verbal communication skills, including experience presenting to boards and executive stakeholders.
- Experience in nonprofit or mission-driven organizations preferred.

- Technology-savvy with comfort overseeing IT infrastructure and data-informed decision-making.

## **Work Conditions**

This is a hybrid position. Work location will include a combination of in-office, remote, and field or community-based settings as determined by the CEO and organizational needs.

Must be able to lift and carry up to 25 pounds.

## **Equal Employment Opportunity**

412 Food Rescue is an equal opportunity employer. We welcome applicants from all backgrounds and make employment decisions based on merit. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, age, disability, national origin, veteran status, or other protected characteristics.

## **To apply**

Candidate should send cover letter and resume to [HR@412foodrescue.org](mailto:HR@412foodrescue.org).