

## **Chief Operating Officer**

The Wood River Community YMCA is a mission focused nonprofit located in Ketchum Idaho, serving the communities of Ketchum, Sun Valley, Hailey, Bellevue, and Carey. We are a single branch association with educational program sites throughout the county. Our Y enjoys a state of the art facility in Ketchum and classrooms in elementary schools throughout Blaine County. We have a heavy focus on education, including parent education, summer school, and after school education. We offer evidence-based chronic disease and longevity support programs. We are committed to drowning prevention and water safety. We are a gathering place and collaborative leader in our region. Sun Valley is among the most beautiful natural places in the world, with access to endless trails, skiing, hiking, fishing, art, culture, and so much more.

### **Job Description**

Wood River Community YMCA is seeking an enthusiastic and experienced professional to serve as its Chief Operations Officer. Under the supervision of the CEO, this multi-team leader oversees operations, including Aquatics, Healthy Living, Youth Development & Education, Environmental Education & Climbing, as well as Facilities. This leader has approximately four direct reports who supervise staff teams totaling approximately one hundred and eighty people. This leader will participate in fundraising, but will not supervise financial development, finance, or human resources. The COO works with their team to satisfy the strategic plan and to ensure quality facilities and programs while maintaining safety standards that meet the association guidelines. The COO fosters a positive and optimistic culture within departments.

### **Qualifications**

- Bachelor's degree in human services, social services, business or equivalent.
- YMCA Multi-Team Leader certification preferred.
- Five or more years of management experience, preferably in a YMCA or other nonprofit agency.
- Ability to direct total operations through volunteer development, supervision of staff, development and monitoring of branch budget, marketing and public relations, and program development.
- Ability to lead with a collaborative style.
- Bilingual preferred.
- Experience in management and development of volunteer involvement; ability to recruit top community leaders.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Proven track record of developing authentic relationships with others.
- Proven track record of program development and implementation as well as project management and administration.
- Ability to establish and maintain collaborations with community organizations.
- Must have excellent written and oral communication skills.

- Ability to develop and monitor revenue and expense budgets.
- Must have strong listening skills, coaching, and an ability to put people and relationships first.
- Ability to analyze problems and solve them using good judgment, reason logically and resourcefulness.
- Excellent personal computer skills and experience with standard business software.
- CPR and First Aid certifications required within 30 days of hire.

### **Essential Functions**

- Supports and Supervises the Associate Executive Director of Youth Development & Education, Healthy Living Director, Aquatics Director, Property & Facility Director and Membership. Indirectly supports other program directors and coordinators reporting to the above team.
- Manages the program and membership budgeted and their budgeting processes so that resources are devoted to top priorities and strategic objectives. Ensures operating budgets meet or exceed targets.
- Leads the creation and evaluation of program and membership goals supporting the strategic plan.
- Develops and directs high quality member engagement strategies and programs which support branch and association goals and strategies.
- Establishes plans for the expansion of programs and services, in harmony with overall YMCA objectives and the leadership team.
- Oversees the hiring, training, development and supervision of operations staff.
- Fosters a climate of innovation to develop member-focused programs that support the Y mission, goals, and strategies.
- Ensures the safety and maintenance of high quality facilities, grounds, and equipment.
- Does not oversee capital expenditures or facility development, but works to support those projects while supervising the Director of Property and Facilities and the Property & Facility Committees work related to capital expansion.

### **Financial Management**

- Budget development and monitoring to ensure fiscal responsibility and sustainability within operations.
- Explore and implement revenue-generating opportunities to support program growth and financial stability.

### **Community Engagement**

- Cultivate and maintain positive relationships with community partners, donors, and stakeholders.
- Act as a representative of the YMCA, attending YMCA events and community events to promote the organization's values and impact.

### **Staff Development**

- Support the recruitment, training, and development of staff, fostering a positive and inclusive work environment.
- Conduct regular performance evaluations, providing constructive feedback to promote staff growth and excellence.

### **Member and Volunteer Engagement**

- Enhance member and volunteer experiences through effective communication, innovative programming, and superior customer service initiatives.
- Develop and implement strategies to increase membership acquisition, retention and overall satisfaction.

### **Philanthropy**

- Participate in association fundraising activities in collaboration with the development office.
- Supervise staff who participate in association fundraising activities in collaboration with the development office.

### **Risk Management**

- Work closely with the CEO in identifying and mitigating potential risks related to facility, programs, and operations.

### **Other Duties**

- Assume Manager on Duty (MOD) responsibilities, ensuring smooth operations during designated shifts.
- Undertake additional responsibilities as assigned by the CEO to ensure the smooth functioning and success of the YMCA.

### **Work Conditions and Physical Demands**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to thrive in an environment with the unique challenges of a non-profit community service organization.
- Ability to work in excess of a 40-hour week with irregular work hours.
- Visual and auditory ability to respond to critical incidents and physical ability to act swiftly in emergency situations.
- Ability to stand or sit while maintaining alertness for several hours at a time.
- Ability to walk, stand and sit for periods of time.
- Position may require bending, leaning, kneeling.
- Ability to speak concisely and effectively communicate needs.
- Must be able to lift and carry supplies weighing up to 50 pounds.
- While performing duties, the employee will be exposed to water, cool or very hot temperatures, and may be exposed to direct UV sunrays.
- Specific vision abilities are required for this job. The employee must be able to see close up and at a distance and have clear peripheral vision.

**Full Time I-Exempt**

**Benefits:** health, dental, life coverage, 11% retirement (8% Y, 3% staff contribution), generous PTO schedule

**Salary** \$100,000 to \$110,000