



Position:	Chief Operating Officer
Type:	Part-Time (50%-75% FTE)
Status:	Exempt
Reports to:	Executive Director
Salary range:	Available Upon Request
Location:	Durham, North Carolina (hybrid remote option)
Updated:	10/21/2022

Position Summary

The Chief Operating Officer serves as a member of the Executive Team at JusticeMatters, working in collaboration with the Executive Director, Managing Attorney, and Chief Program Officer to articulate and implement the strategic mission and vision of JusticeMatters, to provide a strong day-to-day leadership presence for all staff, and to lead in defining, modeling, cultivating, and sustaining organizational culture in alignment with the Mission, Vision, Values, and Foundation of JusticeMatters.

The Chief Operating Officer is the key point of operational leadership for all staff members, integrating the priorities, plans, and processes of the agency's operational and programmatic teams to ensure the effective implementation of the strategic plan. The COO works closely with the Executive Director on strategy, systems development, financial, and human resources issues. The COO is involved in all phases of administration, personnel, finances, facilities, technology, and security, and is responsible for planning, organizing, directing, and overseeing the day-to-day operations of the agency.

Duties and Responsibilities

Strategy and Operations Process Refinement

- Working in partnership with the Executive Director, manage and facilitate the strategic planning process for creation of the multi-year strategic plan and oversee the development and integration of agency-wide processes and approaches to achieve it. Facilitate the development, communication, and evaluation of goals.
- Oversee key initiatives to cultivate and sustain organizational culture in alignment with the Mission, Vision, Values, and Foundation of JusticeMatters, working with the Managing Attorney and Chief Program Officer to ensure collaboration across teams..
- Increase efficiency and effectiveness across the organization. Lead agency in change management, and non-programmatic project management and process improvement.
- Lead development and implementation of organization policies and protocols.
- Present to the Board of Directors at regular meetings.

Financial and Risk Management

- Manage financial resources of the agency in accordance with generally accepted accounting principles.
- Oversee and coordinate with the agency's retained accounting firm.
- Facilitate the annual agency budgeting process, working with the Executive Director to develop and propose budget options and scenarios to the Finance Committee; monitor adherence.
- Develop budgets and forecasts, facilitating the development of each team and grant budget; monitor adherence.
- Manage accounts payables and receivables. Review and code expense and revenue records, and ensure complete/appropriate documentation maintained.
- Review, negotiate, and manage vendor contracts and insurance policies, including yearly renewals.
- Prepare audit schedules and assist auditors with requests and inquiries during preliminary fieldwork and year-end audit fieldwork.
- Oversee federal, state, local, and private foundation grant administration and compliance, including budgeting and financial monitoring and reporting, to ensure compliance with applicable rules and regulations.
- Provide financial reports and analysis for the Executive Director and development personnel to inform fundraising strategy, case for support, and grant applications.
- Prepare and present financial reports and analysis to the Board Treasurer and Finance Committee, working closely with the Board Treasurer.
- Keep the Executive Director and Board Treasurer informed regarding financial matters.

Human Resources

- Oversee and coordinate with the agency's retained human resources firm.
- Determine hiring needs, including both employee and contract positions. Facilitate the hiring process, working with each hiring manager to recruit, screen, interview, and formalize hiring.
- Oversee the orientation and onboarding process for new hires.
- Facilitate and oversee the performance management process, including performance evaluation and professional development.
- Implement and enforce the agency's employment policies.
- Coordinate staff paid time off, supervise the payroll function, and administer the agency's benefit plans.

Administration and Infrastructure

- Oversee the agency's retained information technology firm.
- Provide oversight, resources, and support for Office Managers with regard to all day-to-day facilities, technology, and security resources, needs, and issues.

Qualifications and Requirements

1. Minimum 5 years progressive related experience with proven successful operations management and/or executive level of expertise. Must possess solid business acumen and experience at a senior leadership level.
2. Bachelor's degree in Business Administration or equivalent combination of relevant education and experience required. Master's degree preferred.
3. Strong strategic planning skills including execution expertise; at least 5 years of leading teams.
4. Prior profit and loss management experience required; demonstrated strength in financial planning, budgeting, and analysis with previous experience overseeing non-profit programs.
5. Demonstrated track record of attracting and developing high performance teams. Strong people leadership expertise to drive results and a positive culture.
6. Excellent interpersonal, written, and verbal communications skills; excellent relationship building skills and demonstrated confidence working with corporate and community leaders.
7. Demonstrated ability to exercise initiative, independent good judgment, flexibility, discretion, and solid decision making.
8. Analytical capabilities, including the ability to think critically and strategically, to propose and implement change successfully.
9. Demonstrated ability to successfully organize, plan, prioritize, and manage multiple priorities.
10. Possess personal qualities of integrity, credibility, collaboration, resilience, and ability to pursue bold conversations where needed for alignment and results.
11. Change management credentials and experience, preferred.

12. Project management credentials and experience, preferred.
13. Proficiency in Google Suite and Microsoft Office Suite, and willingness to learn other case management systems.
14. Ability to travel (a driver's license and regular access to a vehicle are required). Travel and mileage are reimbursed.
15. Commitment to an interdependent leadership culture, based on the collaboration of otherwise independent Executive Team members.
16. Support of the Mission and Vision of JusticeMatters.
17. Affirmation of the Foundation of JusticeMatters.
18. Demonstrated commitment to the Values of JusticeMatters.

About JusticeMatters

JusticeMatters is a faith-motivated, nonprofit law firm that addresses the roots and repercussions of human trafficking. Founded in 2009 in Durham, North Carolina, we provide trauma-informed legal services throughout North Carolina and we promote just policies and practices impacting our clients and community. Since 2011 we have been at the forefront of efforts to integrate principles of trauma-informed care in the legal profession, recognizing that the way we provide legal services—not solely the legal results we secure—holds potential to promote the wellbeing of our clients and our workforce. Our team seeks justice, strives for excellence, upholds trauma-informed principles, embraces community, and is anchored in celebration. We envision the freedom and flourishing of all.

Compensation and Benefits

- Paid time off, (used for sick, vacation, etc.), dependent upon length of service
- 2 to 3-day work week (50% FTE or 75% FTE) and hybrid remote work option
- Health insurance coverage for employees 100% paid by JusticeMatters
- Health insurance for family members (paid by employee)
- Dental and vision insurance (paid by employee)
- 401(k) retirement plan
- Stipend to cover all required licenses and professional memberships
- Access to robust and personalized professional development, including but not limited to professional conferences and ongoing psychoeducation for trauma-informed design/practice
- Flexible work schedule, with opportunities to work off-site
- Paid three-month sabbatical after seven (7) years of service, and every five (5) years thereafter

*These details are for informational purposes, and this list is not exhaustive. Benefits are subject to policy or plan changes.

For more information please visit our website at www.justicemattersnc.org or email jobs@justicemattersnc.org. To apply, please send a cover letter and resume to jobs@justicemattersnc.org.