
Chief Operating Officer

Position Reports To: Chief Executive Officer

THE COMMUNITY EDUCATION BUILDING

The Community Education Building (CEB) is a nonprofit organization whose vision is to transform lives through equitable education opportunity. We are committed to building the best educational support system possible, allowing every student an equitable opportunity to succeed. CEB's innovative educational model creates educational equity for traditionally underserved students by removing barriers that cause inequitable access to learning, creating opportunities for students, investing in stable families, and enabling academic excellence by freeing schools to focus on teaching and learning. Students leaving CEB will have the network, confidence, and skills necessary to succeed in school and be prepared for life beyond K-12.

POSITION SUMMARY

The Chief Operating Officer provides the leadership, management, and vision necessary to ensure that CEB has the people, systems, operational controls, and managerial and administrative procedures in place to effectively ensure ongoing operating efficiency and tenant satisfaction in a 13-story, 280k sq. ft. commercial building in downtown Wilmington. The successful candidate will be a hands-on and participative member of the Executive Team and will hold primary accountability for all building operations and school services, including capital projects, emergency planning and response, tenant satisfaction, school coordination, space rentals, facility collaboration, and leasing. This is a full time, salaried exempt position that regularly requires long hours and some weekend work. This position is eligible for full benefits and onsite parking.

PERSONAL TRAITS AND STRENGTHS

- Client-service oriented.
- Calm under pressure.
- Integrity, credibility, and unwavering commitment to CEB's mission.
- A positive contributor to a friendly, respectful, and supportive work environment.
- Keen analytic, organization and problem-solving skills.
- Excellent communication and relationship building skills.
- Ability to work with a variety of internal and external stakeholders.
- A multitasker with the ability to wear many hats in a fast-paced environment.
- Enthusiastic about embracing new challenges.

KEY ROLES AND RESPONSIBILITIES

- Responsible for the effectiveness and efficiency of all facility, security, school services, and client-service processes - internal and external.
- Drive CEB's results from an operational and financial perspective.
- Achieve favorable financial results with respect to occupancy, service sales, acquisitions, systems, reporting and controls.
- Set challenging and realistic goals for growth, performance, and financial stability.
- Implement effective tools to measure the efficiency and effectiveness of internal and external operations.
- Provide accurate and timely reports outlining CEB's operational condition.
- Work with senior executive team on budgeting, forecasting and resource allocation.
- Work with senior management team to create and implement operational processes, internal infrastructures, and reporting systems to foster growth and efficiencies within the CEB.
- Forge strategic partnerships and relationships with tenants, clients, vendors, and investors.
- Work with the CEO in the capital raise process. Meet, interact, and present information effectively to potential tenants, donors, and potential investors.

- Foster a growth-oriented, positive, and encouraging environment while keeping employees and management accountable to CEB policies, procedures, and guidelines.
- Act as lead "client-care officer" through direct contact with every tenant, client, and partner relative to CEB's operations.
- Provide day-to-day leadership and management that mirrors CEB's mission and values.
- Lead a high-performance management team through mentoring and professional development.
- Spearhead the development, communication, and implementation of new revenue streams.
- Provide operational support to schools as needed; identify new areas of support.

SUPERVISORY RESPONSIBILITY

This position has overall supervisory responsibility for all CEB operations, including tenant relations, food service, library services, lease management and fulfillment, security, life-safety, IT/communications, and building maintenance.

EDUCATION AND QUALIFICATIONS

- Bachelor's degree in business, facilities management, or related field; Master's degree preferred.
- At least 7 years of commercial building or operations experience with at least five years in a senior operations role.
- Excellent communication skills.
- Advanced knowledge of facilities and/or property management.
- Excellent budgeting skills.
- Experience with school-based environment (school safety, transportation, emergency management) preferred.
- Exceptional executive presence, business acumen and presentation skills.
- Must pass criminal background check.
- Bi-lingual Spanish/English desirable.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EQUAL EMPLOYMENT OPPORTUNITY

The CEB is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex, national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local law. Our policy reflects and affirms the CEB's commitment to the principles of fair employment and the elimination of all discriminatory practices.

TO APPLY

Please email a cover letter and resume to Aryn Barreiro at abarreiro@cebde.org with the subject line "Chief Operating Officer."