

## Chief Operating Officer

Position Reports To: Chief Executive Officer

### THE COMMUNITY EDUCATION BUILDING

The Community Education Building (CEB) is a nonprofit organization that envisions a world where families thrive, and students succeed regardless of their race or zip code. Our Mission is to build the best educational support system possible, allowing every student an **equitable** opportunity to succeed. An innovative co-location and shared services model focused on supporting the entire family, the CEB offers vibrant programs and support systems that provide a sound foundation for each student. It serves as a hub for families by offering services such as healthy meals, life coaches, and mental health services. This model leads to deeper family engagement in their child's learning and allows schools to focus on teaching and learning, not operations and overhead. Serving over 1,500 students of color attending school in Wilmington's central business, the CEB is an educational ecosystem that holistically integrates programs and resources for students and their families, ensuring that every student has an equitable opportunity to succeed.

### POSITION SUMMARY

The Chief Operating Officer (COO) provides the leadership, management, and vision necessary to ensure that the 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. Within the next year, the COO will oversee potentially 2 new sites including new construction and refurbishment of an existing building.

### PERSONAL TRAITS AND STRENGTHS

- Client-service/partnership oriented.
- Calm under pressure.
- Integrity, credibility, and unwavering commitment to CEB's mission.
- A positive contributor to a friendly, respectful, and supportive work environment.
- Anticipatory thinker who drives thoughtful process-oriented action.
- 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.
- Embraces and fosters our mission driven culture.

### 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 executive team on budgeting, forecasting and resource allocation.

- Work with management team to create and implement operational processes, internal infrastructures, and reporting systems designed to foster growth and efficiencies within 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 holding 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**

The COO 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.
- At least 7 years of commercial building or operations experience with at least five years in a senior operations role.
- Demonstrated leadership and coaching orientation.
- 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.

### **COMPENSATION/BENEFITS**

Range: \$100,000-\$110,000

This is a full time, salaried exempt position that regularly requires long hours and some weekend work. We offer a comprehensive benefits package including a 403(b) retirement plan and paid onsite parking.

### **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 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 [CEBjobs19801@gmail.com](mailto:CEBjobs19801@gmail.com) with the subject line "Chief Operating Officer."