

## WEST COOK YMCA JOB DESCRIPTION

Job Title: **Chief Operations Officer**

FLSA Status: Exempt

Reports to: President/CEO

Salary Range: \$50,000-60,000

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### **Position Summary:**

Ensures successful operation of the West Cook YMCA, including membership, program development, volunteer recruitment, staff supervision, budgeting and financial results. Handles day to day operations while CEO is off site enhancing YMCA image and reputation in 10 communities of service area.

### **Essential Functions:**

1. Supervises membership and program directors to assure sound operations. Provides leadership and direction by coaching managers and directors. Monitors monthly financial reports to assure that revenue targets are met and expenses are controlled.
2. Ensures the operational growth of the YMCA through program expansion, off-site opportunities, member recruitment and retention, pricing strategies and outreach.
3. Identifies potential areas for cooperative programming to accomplish YMCA goals, and works with staff groups to develop and implement programs. Assists staff in the planning, development and implementation of new program initiatives and activities.
4. Provides reports the President/CEO.
5. Provides staff leadership to assigned Committees of the Board of Directors.
6. Implements and oversees a program evaluation system to guarantee faithfulness to YMCA purpose, high quality and maintenance of YMCA standards.

### **YMCA Senior Leader Core Competencies:**

*Mission and Community Oriented:* Models servant leader behavior. Advocates and institutionalizes inclusion and diversity throughout the organization. Ensures community engagement and satisfaction; promotes the global importance of YMCA movement. Leads a culture of volunteerism ensuring engagement, inclusion and ownership.

*People Oriented:* Is politically aware; builds coalitions internally and externally to foster YMCA goal accomplishment. Builds relationships to impact the community through the mission. Communicates to engage and inspire people within and outside the YMCA. Ensures that a talent management system in place and executed.

*Results Oriented:* Creates and drives impact metrics. Fosters a culture that seeks, supports and rewards risk taking. Possesses penetrating insight, strong strategic and critical thinking skills. Engages and aligns the organization strategically and optimizes execution of plans. Leads culture of philanthropy. Develops and implements stewardship strategies.

*Personal Development Oriented:* Models transformational leadership. Creates a learning organization. Drives change; leads organizational effectiveness.

**Qualifications:**

1. Bachelor's degree in human services, business, social services or equivalent; Master's degree preferred.
2. Eight or more years of professional experience in the YMCA or another not-for-profit preferred.
3. Knowledge and experience in all aspects of operations, including staff supervision and development, successful membership practices, quality program development and implementation, volunteerism, facility and property management and sound financial practices. Development experience helpful along with practical knowledge of and experience with "Activate America" and "Diversity and Inclusion" initiatives.
4. Understanding of the nature and purpose of the YMCA and the respective roles of volunteers and staff.
5. Senior YMCA Director certification preferred.

E-mail or mail resumes to Margaret O'Rourke:

[morourke@westcookymca.org](mailto:morourke@westcookymca.org)

or

Margaret O'Rourke  
West Cook YMCA  
255 S. Marion Street  
Oak Park, IL 60302

Resumes and Cover letters due not later than 5 p.m. on August 14.