

Job Title: Chief Operating Officer

Position Location: Charlottesville, Virginia

Reports to: President/CEO

Direct Supervisees: Director of Construction, Habitat Store Operations Manager, Volunteer Manager, Director of Regional Housing

Employment Type: Full-time, Salaried. Includes some evenings and weekends.

Current as of: June 15th, 2020

Overview:

Habitat for Humanity of Greater Charlottesville (Habitat) is a cutting edge non-profit housing and community development organization creating simple, decent, affordable homes in partnership with low-income families, volunteers and the communities of the Greater Charlottesville region. Home construction capacity is multiplied by a volunteer labor force including homeowner families, corporate, civic, and church groups. Habitat is an affiliate of Habitat for Humanity International (HFHI), a global ministry working to end housing poverty world-wide.

In 2013 Habitat completed construction at Sunrise, the first trailer park transformation in the nation without resident displacement. Currently, Habitat owns and operates the Southwood Trailer Park with a similar goal of redeveloping it responsibly and compassionately as a mixed-income, mixed-use, sustainable community for current and future residents. Southwood is the area's largest single concentration of affordable housing and its greatest remaining redevelopment opportunity. When complete, the redeveloped Southwood will be unprecedented in scale nationally.

Additionally, Habitat is a national pioneer in mixed-income community development. To date, Habitat has built or built in nine mixed income neighborhoods and built and sold more than 200 homes.

Habitat's current five year strategic plan concentrates activities into three areas: Building, Rebuilding, and Housing System Development.

Building. Through Project 20, Habitat's primary goal in the first realm has been to build and/or renovate and sell 20+ homes each year in the Charlottesville-Albemarle County region. In this area, much of the focus is on increasing the capacity of long-time low-income residents to stand on their own. In exchange for Partner Families' "sweat equity", Habitat sells homes at no profit and originates 0% loans so that families earning between 25% and 60% of area median income can become homeowners. Currently, we are building capacity to increase our production to 50 homes/year.

Rebuilding. In this realm, Habitat is focusing on the holistic transformation of the Southwood Mobile Home Park into a sustainable 1,000+ unit mixed income, mixed use community, anchored by a core, commercial downtown of resident-incubated and owned businesses. Habitat is also strategically investing in affordable homeownership in other key neighborhoods in the region and utilizing home repair as a force multiplier for community improvement.

Housing System Development. In this realm, Habitat seeks to change the conditions that contribute to housing poverty by working strategically and in coalitions to catalyze greater sector

coordination, advocacy, and marketplace innovation so that everyone in the region can find a pathway to safe, decent, affordable housing.

In preparation for a significant organizational step function tied to the 2021 beginning of physical redevelopment of Southwood, Habitat is undertaking an operational restructuring process in order to achieve a sustainable doubling of our current building production capacity. The COO will be a central strategist in helping the organization achieve the next step in its growth.

Scope of Responsibilities:

The Chief Operating Officer ensures success in four interrelated sectors of the affiliate: The Construction Division, Regional Housing, the Habitat Store and Volunteer Management. Each sector is managed by an upper-management-level staff member who reports up to the COO.

Construction/Regional Housing: The Chief Operating Officer works with the Directors of Construction and Regional Housing to ensure maximally efficient residential home building operations. The affiliate will increase the annual rate of homes built to ~50 per year within the next two fiscal years by creatively using volunteers, subcontractors, and partnerships with local homebuilders and by expanding building operations into Louisa and Greene County and Southwood.

Store: The Chief Operating Officer provides strategic support for the Store Operations Manager who is responsible for the continued aggressive growth of store sales and net profit.

Volunteers: The Chief Operating Officer oversees a volunteer program manager who is responsible for recruitment and organization of volunteers at the Habitat Store, on all construction sites, and at the main office. Goals include maximizing the number of volunteers and making certain that we create a positive volunteer experience, leveraging community support and resources.

Prerequisite Requirements:

- Positive, “can do” personality
- Commitment to Habitat for Humanity’s mission of service to others
- High level of strategic thinking
- High level experience in project management
- High level experience in construction sciences or related field
- Significant experience in business and/or organizational development
- Excellent personnel management experience, preferably in the non-profit and/or housing sector
- Knowledge of retail management, sales and marketing or comparable experience
- Excellent writing, communications and leadership skills
- Strong discretion and judgment
- Demonstrated ability to multi-task, plan, organize, and implement multiple projects and meet deadlines
- Command knowledge of Word, Excel, PowerPoint, Outlook and other common database software
- Ability to work with volunteers, including board level individuals
- Masters Degree preferred in relevant field

Responsibilities:**Senior Leadership/Strategy:**

- Participate with other members of the C suite to provide strategic direction to and high level leadership within the affiliate
- Coordinate operations with advancement, finance/administration and family and community partnerships
- Serve as key strategist in evaluation and implementation of new products, approaches and ventures
- Serve as key strategist in evaluation of and expansion into new markets
- Act as liaison to Habitat Board and CEO/President on matters related to Store, Construction, Regional Expansion and Volunteers
- Coordinate other duties as assigned by President/CEO, including but not limited to overseeing new initiatives and new market expansion

Construction/Regional Expansion:

- Supervise Director of Construction (DC).
- Work with DC to develop strategies for maximally effective building operations balancing key drivers (speed, quality, cost, volunteer utilization, etc.)
- Support the coordination of efficient, effective communication between construction department and other departments and staff members, including President/CEO
- Work with DC and Chief Financial Officer (CFO) to accurately estimate, track and control building costs, including relevant overhead
- Participate in coordination of future construction starts and sequencing in consultation with Land Development Coordinator, CFO, and DC
- Work with DC to seek beneficial partnerships with contractors and vendors
- Oversee special projects such as Store and/or Office upfits
- Work with Director of Regional Housing to expand operations and impact in Louisa and Greene Counties

Store:

- Supervise Operations Manager
- Work with OM to develop and ensure successful implementation of strategic plan for Habitat Store growth
- Work with OM to ensure successful implementation of plan for purchased inventory
- Oversee successful marketing initiatives

Volunteers:

- Supervise Volunteer Manager
- Work with Volunteer Manager to ensure that volunteer opportunities are maximized
- Work with Volunteer Manager to ensure retention of volunteers
- Work with Volunteer Manager to maximize tracking of volunteer hours
- Explore beneficial partnerships for affiliate (e.g. CECF, RHOP, BGIA)

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