



Chief Operating Officer

For 50 years, the National Runaway Safeline (NRS) has responded to youth and families in crisis, serving as the national communications system for runaway and homeless youth. NRS continually transforms technology, training and services to meet the current needs of vulnerable youth and ultimately achieve an end to youth homelessness. Through its mission to keep America's runaway, homeless and at-risk youth safe and off the streets, NRS provides critical crisis intervention and resources for youth and families 24 hours a day, 365 days a year via a hotline, chat, emails and an online forum. Based in Chicago, NRS serves youth and their families from across the U.S.

NRS seeks an experienced Chief Operating Officer (COO) who is collaborative, team oriented, and mission-minded. The COO will provide strategic day-to-day direction to the organization and oversee all internal systems to ensure that NRS is well positioned to achieve its strategic, culture, and growth goals, including its DEI initiatives. The Chief Operating Officer reports to the CEO and manages all operations, finance, technology, and human resource functions. The COO must be committed to a flexible schedule to include some evening and weekend hours and some national travel.

Key Responsibilities:

- Build a strong, collaborative, "people-centric" culture that supports successful delivery of crisis services to youth and families, promoting effective communication throughout the organization
- Develop and steward a culture committed to diversity, equity, and inclusion within and across all operations
- Promote innovation throughout the organization, providing support to processes that ensure successful service delivery
- Work with the CEO and Board of Directors to develop and implement a new strategic plan
- Establish and manage relationships with employee benefit providers
- Oversee and collaborate with the finance team on budgeting, financial and compliance reporting, and cash flow management; lead conversations around financial metrics for scaling and sustainability plans
- Create reports and updates for the Board of Directors and Finance & Audit Committee on NRS' financial health and long-term viability
- Oversee human resource functions; develop and implement policies and practices
- Build and implement a coordinated on-boarding system for new employees
- Develop and implement an organizational wide health and wellness program
- Work in collaboration with the IT team to continue implementation for strategic needs of the organization, to develop emergency planning and protocols to plan for future needs
- Oversee development of a long-term back-to-office and/or hybrid work plan for NRS staff and a long-term remote plan for a national virtually based volunteer team
- Serve as an organizational ambassador representing the team in a positive manner in all interactions with staff, the Board of Directors, volunteers, government officials, funders, and national and community partners

Position Summary

Posted: 4/2021

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

Location: Chicago, IL

Qualifications & Skills:

- Bachelor's degree; graduate degree preferred
- 8 years of experience in operations, finance, human resources, facilities management and/or technology/IT; at least 5 years in a management role
- Strong relationship building skills and ability to communicate well with diverse teams internally and externally
- Demonstrated leadership capacity; can serve as a thought partner and decision-making coach
- Excellent written and verbal communication skills
- Detail oriented and process-minded; can understand the big picture as well as broader strategic goals
- Project management expertise; ability to prioritize multiple requests and consistently meet deadlines in a fast-paced environment
- High level of comfort working with business technology
- Exhibits integrity, ethical behavior and appropriate business practices
- Passion and commitment to the operational goals and mission of National Runaway Safeline

To apply, please submit a resume & cover letter to **Sue Sherr-Seitz, Evolve Giving Group**: sue@evolvegg.com

NRS is an equal opportunity employer and will not discriminate against any employee or applicant based on race, color, creed, religion, gender, sexual orientation, national origin, age or disability. Salary is commensurate with experience.

