



Habitat For Humanity Greater Cincinnati

Position: Chief Operating Officer (COO)

Type: Full-Time, Exempt

Manages Others: Yes

Reports To: Chief Executive Officer (CEO)

Position Summary

The Chief Operating Officer (COO) is a pivotal executive leadership role at Habitat for Humanity of Greater Cincinnati (HFHGC), serving as the Integrator to drive operational excellence and accountability across the organization. The COO ensures seamless alignment of construction, critical repairs, homebuyer services, and workforce development with HFHGC's mission to provide affordable housing. This role will champion disciplined execution, foster cross-departmental collaboration, and lay the foundation for a structured planning and accountability system as HFHGC embarks on a new operational framework in 2026. The COO will build scalable systems to support growth, innovation, and community impact for a \$21M organization.

Position Responsibilities

Strategic Leadership & Planning

- Partner with the CEO and Leadership Team to shape and execute HFHGC's strategy, translating vision into clear, actionable plans that align all departments.
- Lead annual and multi-year planning for construction, repairs, and homebuyer services, ensuring goals are measurable and tied to financial and fundraising priorities.
- Drive cross-departmental alignment between operations, finance, development, and real estate, resolving conflicts and fostering unified execution.

Program Oversight & Performance

- Provide strategic leadership and accountability for the following areas:
 - New and rehab home construction
 - Critical home repairs
 - Homebuyer services (including application and education processes)
 - Workforce development and skills training initiatives
- Establish clear performance metrics to track program outcomes, ensure compliance with donor and funding requirements, and achieve board-approved production targets.
- Drive continuous improvement by identifying operational bottlenecks and implementing solutions to enhance program impact.

Leadership & Team Development

- Manage and coach senior program leaders, building a culture of accountability, collaboration, and mission-driven excellence.
- Clarify roles and responsibilities across operational teams to ensure alignment and effective execution, preparing the organization for a structured accountability framework.
- Champion organizational culture, collaboration, and professional development across teams.

Board & External Engagement

- Serve as a key liaison to the Board of Directors, providing clear, data-driven updates on operational performance and mission impact.
- Build strategic partnerships to advance affordable housing and workforce development, articulating HFHGC's vision to donors, community leaders, and stakeholders.

Innovation & Growth

- Identify and lead opportunities for innovation, scale, and operational sustainability.
- Collaborate with development and finance teams to design funding models that support long-term growth.
- Anticipate and proactively address risks, challenges, and opportunities in the housing and nonprofit landscape.

Qualifications

- Bachelor's degree required; advanced degree in nonprofit management, public administration, or related field preferred (or equivalent combination of education and experience).
- Minimum 10 years of progressive leadership experience in mission-driven operations.
- Proven success leading senior teams and managing through others with a focus on accountability and results.
- Strong financial and operational acumen with ability to integrate program performance with budgets and fundraising.
- Excellent interpersonal, communication, and relationship management skills, including experience working with boards, donors, and community partners.
- Demonstrated ability to think strategically while managing complex operations.
- Comfortable with public speaking and external representation.
- Familiarity and experience with EOS, and acting as an Integrator is desired.

We are an equal opportunity employer

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.