

JOB DESCRIPTION TITLE:**Chief Operating Officer (COO)****FUNCTION:**

Provides executive leadership and oversight of Agency operations to ensure programs, services, systems, and internal processes are effective, efficient, responsive, and aligned with the Agency's mission, vision, and strategic priorities. The Chief Operating Officer works closely with the President/Chief Executive Officer, executive leadership, department leaders, and staff to improve organizational performance, strengthen service delivery, and foster a culture of accountability, innovation, and continuous improvement.

STATUS:**Full-Time, Exempt****ESSENTIAL FUNCTIONS:**

1. Provides leadership and oversight for the daily operations of the Agency across departments and programs.
2. Identifies operational barriers, service gaps, and inefficiencies and leads efforts to improve internal systems, workflows, and responsiveness.
3. Develop and implement operational improvement strategies that support timely, high-quality, and effective service delivery.
4. Translates Agency strategic priorities into measurable operational goals and implementation plans.
5. Collaborates with department leaders to align staffing, systems, resources, and departmental goals with organizational objectives.
6. Establishes and monitors performance indicators, benchmarks, and accountability measures to assess operational effectiveness.
7. Uses data, organizational assessment, and process evaluation to support informed decision-making and continuous quality improvement.
8. Works collaboratively with the Chief Financial Officer and executive leadership on budget planning, resource allocation, and operational sustainability.
9. Evaluates staffing, technology, infrastructure, and operational resources to maximize efficiency and organizational effectiveness.
10. Ensures continuity of services through oversight of emergency preparedness planning, implementation, and staff training.
11. Fosters a workplace culture that values communication, accountability, teamwork, responsiveness, and continuous improvement.
12. Provides leadership, coaching, and support to department leaders and staff in implementing operational systems, standards, and process changes.
13. Collaborate with Human Resources and leadership to strengthen internal communication and support an informed and engaged workforce.
14. Supports transparent communication with staff, community stakeholders, and partners regarding operational priorities and improvements.
15. Build trust through consistent follow-through, responsiveness, and visible action related to service and operational excellence.
16. Performs other duties as assigned in support of the Agency's mission and operational needs.

SUPERVISION RECEIVED:

Works under the direct supervision of the **President/Chief Executive Officer (CEO)**.

SUPERVISION EXERCISED:

Provides executive-level leadership and operational oversight to designated departments, programs, and leadership staff as assigned.

QUALIFICATIONS:

- Bachelor's degree in business administration, public administration, health services administration, nonprofit management, social services administration, or related field required.
- Master's degree preferred.
- Minimum of ten (10) years of progressively responsible leadership experience in operations, administration, healthcare, nonprofit management, human services, or a related field.
- Demonstrated experience leading operational improvement, process redesign, change management, and cross-functional initiatives.
- Strong knowledge of strategic planning, organizational effectiveness, performance management, and operational systems improvement.
- Proven ability to translate strategic goals into actionable operational plans and measurable results.
- Strong leadership, problem-solving, organizational, and interpersonal skills.
- Ability to work effectively with executive leadership, department heads, staff, external partners, and community stakeholders.
- Understanding of emotional intelligence and its role in leadership, communication, and organizational culture preferred.
- Commitment to serving older adults, individuals with disabilities, caregivers, and communities throughout Northwestern Ohio.

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of organizational leadership, operational management, and process improvement principles.
- Knowledge of budgeting, resource stewardship, and strategic operational planning.
- Knowledge of customer service principles and methods for improving responsiveness and organizational effectiveness.
- Skill in analyzing complex operational issues and developing practical solutions.
- Skill in building collaborative relationships across departments and with external stakeholders.
- Skill in oral and written communication, including the ability to communicate clearly and professionally with varied audiences.
- Ability to lead through change with professionalism, adaptability, and sound judgment.
- Ability to establish priorities, manage multiple responsibilities, and maintain accountability for outcomes.
- Ability to maintain confidentiality and exercise discretion in sensitive matters.
- Ability to support and model a mission-driven, service-oriented, and performance-based culture.

SPECIAL REQUIREMENTS:

- Valid driver's license and access to reliable transportation.
- Must maintain insurability under Agency standards.
- Ability to travel throughout the ten-county service area as needed.
- Ability to attend occasional evening or community meetings as required.
- Ability to perform work in an office and community-based environment.

2. Paycor / Indeed-Ready Job Posting Version

Join a Mission-Driven Team as Chief Operating Officer (COO)

Northwestern Ohio | Full-Time | Exempt | Salary: \$140,000–\$150,000 depending on education and experience

About Us

Area Office on Aging of Northwestern Ohio has been a trusted leader in helping older adults and individuals with disabilities remain independent, healthy, and supported in their homes and communities. Serving more than 30,000 individuals age 60 and better across a ten-county region, AOoA is a mission-driven nonprofit committed to advocacy, innovation, and high-quality services that make a meaningful difference in the lives of those we serve.

Position Summary

The Area Office on Aging of Northwestern Ohio is seeking a dynamic and experienced **Chief Operating Officer (COO)** to provide executive leadership for Agency operations. This role is responsible for strengthening internal systems, improving organizational responsiveness, supporting high-quality service delivery, and ensuring operational practices align with the Agency's mission, vision, and strategic priorities.

The COO serves as a key member of the executive leadership team and partners closely with the President/Chief Executive Officer, Chief Financial Officer, department leaders, and staff to promote operational excellence, accountability, innovation, and continuous improvement.

What You'll Do

- Lead the day-to-day operations of the Agency across departments and programs.
- Identify and address operational bottlenecks, workflow inefficiencies, and barriers to responsiveness.
- Develop and implement process improvements that strengthen service quality, follow-up, and organizational performance.
- Translate strategic priorities into measurable operational goals and actionable plans.
- Collaborate with department leaders to align staffing, systems, and resources with organizational objectives.
- Establish and monitor operational performance metrics and accountability measures.
- Support emergency preparedness planning and continuity of services.
- Partner with executive leadership on budgeting, resource allocation, and operational sustainability.
- Foster a culture of proactive communication, teamwork, accountability, and continuous improvement.
- Support transparent and effective communication with staff, stakeholders, and community partners.

Qualifications

- Bachelor's degree in business administration, public administration, nonprofit management, health services administration, social services administration, or related field required.
- Master's degree preferred.
- Minimum of ten (10) years of progressive leadership experience in operations, healthcare, nonprofit management, human services, or a related field.
- Demonstrated success in operational improvement, strategic execution, and organizational leadership.
- Strong experience with process redesign, performance management, and change leadership.
- Excellent communication, leadership, analytical, and problem-solving skills.
- Ability to build strong working relationships across teams and with community stakeholders.
- Commitment to the Agency's mission of serving older adults, people with disabilities, and caregivers.

Why Join AOoA?

This is an exciting opportunity to help lead a respected, mission-driven organization serving communities throughout Northwestern Ohio. The COO will play a critical role in shaping operational excellence, strengthening internal systems, and helping the Agency continue to grow its impact across the region.

Benefits of Joining Our Team

AOoA offers the opportunity to work in a purpose-driven environment where leadership, collaboration, and community impact matter. This position plays an essential role in helping the Agency fulfill its mission and vision while supporting long-term organizational success.

Special Requirements

- Valid driver's license and reliable transportation required.
- Ability to travel throughout the ten-county service area.
- Must be able to maintain insurability under Agency standards.
- Occasional evening or community meetings may be required.

Apply Today

Join a team committed to helping older adults and individuals with disabilities live with dignity, independence, and support.