



Chief Operating Officer Ellsworth, Maine

The Opportunity

Maine Community Foundation (“MaineCF”) is building a better Maine – more equitable, vibrant, and prosperous – by bringing people and resources together. Through partnerships and broad community leadership based on shared values, our work supports positive individual and population-level change. Started with a \$10 contribution in 1983, MaineCF now is the only statewide community foundation and second-largest foundation overall with assets of \$800 million and growing. Our team of 50+ professional people – with relationships with local, nonprofit, and state leaders across all 16 Maine counties – gives MaineCF a unique ability to make community investments that make a difference for people across the state. You can learn more about us by visiting our website: www.maineef.org.

As we move into our fifth decade of work, we are mindful that the communities we serve are confronting myriad challenges and that people of color, people living in rural communities, and those with low incomes continue to lack access to necessary services. MaineCF is committed to addressing the big challenges facing Maine in collaboration with our donors, nonprofits, government leaders, and business partners.

The Position

MaineCF is looking for its next **Chief Operating Officer (COO)**. Reporting to the Chief Executive Officer and working alongside other members of the Management Team, the COO will design and oversee internal organizational processes and infrastructure. This foundation is imperative for MaineCF to continue to strengthen its partnerships throughout the state. The COO will provide internal strategy and leadership and manage a team of 11 individuals who work on grants and scholarships, information technology, human resources and facilities.

MaineCF employs a team of 54 staff who work from the main office in Ellsworth, a second office in Portland, and remotely throughout the state. We invest in our own people and processes to ensure we can help our neighbors thrive. By strengthening our operations and aligning the organization with the needs of Maine communities, MaineCF will be positioned to better serve the people of Maine. This is an exciting opportunity for a systems thinker who is energized and inspired by the opportunity to create the conditions for our team to do exceptional work and successfully advance our mission.

Key Priorities and Responsibilities

The COO is responsible for putting the vision and strategic direction of MaineCF into action. Internally focused, the COO oversees the human capital, information technology, operational, special project, change-management systems and processes that result in an effective and high-performing organization.

The Chief Operating Officer:

- Oversees the implementation of **operational policies, guidelines, procedures, rules and practices**.
- Establishes **priorities, workplans, standards and measurement tools** that ensure progress towards MaineCF's strategic goals.
- Coordinates **internal stakeholders and resources** to promote collaboration, integration and effective project and day-to-day management.
- Develops and implements **systems and measurements** to ensure operational efficiency, accountability and effective use of MaineCF's resources.
- Ensures adherence to all applicable **legal and regulatory requirements** throughout the organization.

Primary duties include:

Internal Strategy and Leadership

- Drives implementation of MaineCF's five-year strategic plan with the CEO and Management Team.
- Creates and tracks key performance indicators, creates dashboards and advises the CEO on processes for effective organizational oversight and Board, leadership and staff reporting.
- Oversees annual work planning processes to align strategic goals and activities with organizational capacity and budget.
- Develops processes that measure and evaluate outcomes and progress towards organizational goals.
- Oversees core operational functions, including administration, human resources, information technology, facilities, risk management and compliance.
- Creates shared project management tools and resources to advance the work of the organization.
- Maintains processes that ensure open communication, coordination and collaboration among leadership team members in partnership with the CEO.

Operations

- Develops, monitors, evaluates and manages operational processes, systems and strategies that further the organization's mission and effective use of budgeted resources.
- Ensures coordination of cross-departmental projects and day-to-day activities, including the appropriate pacing of activities to ensure a manageable workload.
- Oversees the development and implementation of internal policies and procedures and ensures that they are reviewed, disseminated, enforced and regularly updated.
- Ensures that operational infrastructure is maintained within approved budget parameters while also achieving optimal outcomes.

Talent and Culture

- Oversees the organization's human resources, talent and administrative functions.
- Develops and maintains programs, policies and practices that attract, identify, develop and retain talent; drive accountability and performance; and support high job satisfaction.
- Ensures that diversity, equity and inclusion principles and practices are embedded in all our human resource and talent management processes and integral to our effectiveness and culture.
- Ensures that MaineCF's payroll and benefits practices adhere to our compensation philosophy and align with industry best practices.
- Administers internal communications, management and change processes that contribute to a positive working environment and healthy organizational culture.
- Promotes a culture of high performance and continuous improvement that prioritizes learning and a commitment to quality.
- Ensures legal and regulatory oversight and compliance in human resources practices.

Grants Management

- Implements and oversees new fund setup processes in partnership with the CFO, including development and maintenance of an internally consistent fee structure that generates sufficient revenue while supporting long-term donor relationships.
- Secures external legal guidance as needed to ensure compliance with applicable laws and regulations in the development of new funds.
- Manages an efficient and technology-driven grants management system.

Information and Technology

- Leads the development of a technology infrastructure that advances the organization's mission and strategic goals.
- Spearheads the integration and use of Salesforce and other enterprise-wide technology infrastructure to produce easy access to accurate, current information and drive efficiency and effectiveness.
- Oversees cross-departmental collaboration for information governance, data structures and use.
- Ensures that the organization's information technology systems and practices meet or exceed industry standards for data security, privacy and compliance, including the implementation and continuous improvement of related practices, procedures, training and controls.

Risk Management and Compliance

- Oversees a program to ensure organization-wide compliance with regulatory and ethical obligations.
- Oversees a program to identify and mitigate material operational risks.
- Supports the VP Comms/Marketing in the development of internal crisis response and business continuity plans.
- Implements crisis plans as needed in partnership with the CEO, VP of Communications and other Management Team members as appropriate.

Facilities and Equipment

- Oversees MaineCF's facilities and equipment and ensures all are maintained in a condition to promote efficiency, health, comfort and safety.
- Provides office management and administrative function oversight for MaineCF's offices, including supply and equipment needs and purchases.
- Oversees utilities and communications infrastructure.
- Ensures that MaineCF's facilities are operated in an efficient and cost-effective manner consistent with the organization's strategic goals, budget and resources.

Minimum Qualifications/Experience

We are seeking an individual with the following minimum qualifications/experience:

- 7-10+ years of relevant experience leading multifaceted operations in philanthropy, nonprofit, corporate or public-sector organizations with a minimum \$5 million operating budget.
- Results-driven leader with a proven track record of exceeding goals.
- Strong human resources background, with experience creating systems to recruit, manage and advance talent to achieve organizational mission.
- Working knowledge of Salesforce or similar CRM and experience using a system to help drive organizational efficiency and performance.
- Prior experience leading successful enterprise-wide change management processes and outcomes.
- Ability to effectively build organization and staff capacity and develop a top-notch workforce and processes that ensure smooth operations.
- Track record of an effective, trusting collaboration with a CEO.
- Bachelor's degree or equivalent lived experience required. An MBA or similar advanced degree would be an asset.

Characteristics of an Ideal Candidate

MaineCF's next COO will be an experienced operational leader with deep experience and appreciation for our mission. While no one candidate will embody all the qualifications enumerated below, the ideal candidate will possess many of the following professional and personal abilities, attributes and experiences:

- Strong track record producing highest-quality work.

- Evidence of ability to consistently make good decisions through a combination of analysis, wisdom, experience and judgment.
- Ability to balance the delivery of programs against the realities of a budget.
- Experienced project manager.
- Problem-solving, getting to “yes” orientation.
- Ability to think strategically, anticipate future consequences and trends and incorporate them into the organizational plan.
- Exceptional capacity for managing and leading people; a team builder who has experience in scaling up organizations.
- An action orientation: the ability to make sound decisions quickly using available data, in consultation with internal and external colleagues, and with the guidance of experts as needed.
- High “EQ,” with a human-centered approach to engaging key stakeholders in pursuit of shared goals.
- Community foundation experience.
- Excellent written and verbal communication skills.
- Innovative and entrepreneurial spirit.
- Ability to navigate challenging situations with grace and humor.
- Alignment with MaineCF’s core values of Integrity, Respect, Stewardship, Equity and Collaboration.

Location of the Role

This is an on-site position based at MaineCF headquarters in Ellsworth, Maine, and the selected candidate must live in Maine or establish Maine residency within three months of hire. The position will also entail occasional travel to MaineCF offices in Portland and other locations throughout the state.

Ellsworth is a charming coastal town located in the beautiful Downeast region of Maine. Ellsworth and surrounding communities offer a blend of local culture and natural beauty. Situated as a gateway to Acadia National Park, with its pink granite peaks, stunning ocean views and one-of-a-kind carriage roads that offer year-round recreation, the region has exceptional opportunities for hiking, camping, kayaking, fishing, and more. The town hosts weekly farmers markets where locals gather to enjoy fresh produce, artisan goods and live music. It is home to several notable art galleries and cultural events that highlight the region’s creative spirit.

We welcome and encourage all qualified candidates to apply – those from Maine who understand the state’s culture, geography, opportunities and challenges and have existing local professional networks and those who bring perspective and experience from out of the state.

Compensation and Benefits

MaineCF offers a competitive wages and benefits package. The base compensation range for this position is \$175,000 – \$210,000, with a generous benefits package including medical, dental and vision insurance, paid vacation, paid holidays, short-term, long-term disability and life insurance options, retirement plans with a company contribution and more.

To Apply

More information about **Maine Community Foundation** may be found at: www.mainecef.org.

This search is being led by [Ellen LaPointe](#) and [Emily McCarthy](#) of [NPAG](#). We invite applications with a resume and cover letter, outlining your interest and qualifications, via the portal on NPAG's [website](#). Applications will be reviewed as they are received, and we anticipate interviews beginning in early March 2025.

Should you have questions, candidate nominations or if you need assistance or accommodations in the application process, please contact Emily McCarthy at emccarthy@npag.com.

**Maine Community Foundation is an equal opportunity employer and proudly values diversity.
Candidates of all backgrounds are encouraged to apply.**