



Chief Operating Officer (COO)

[Atlanta, GA](#) • Administration

Job Type

Full-time

Description

Jewish Family & Career Services of Atlanta (JF&CS) offers best-in-class, person-centered programs and resources to transform lives. Building on our 125-year history, we are here to help individuals and families of all faiths live to their full potential. Guided by Jewish values, we are a [welcoming community](#), and our experienced professionals bring integrity and compassion to their work in the fields of aging and older adults, career counseling, dentistry, mental health, intellectual and developmental disabilities, and need-based support services. We serve thousands of individuals annually [regardless of age, race, religion, national origin or ability to pay](#).

Working at JF&CS:

At JF&CS, we hold these values close to our heart: Commitment and integrity, compassion and respect, innovation and collaboration, professionalism, and responsiveness to diverse needs. Guided by Jewish values, and voted a Top Workplace for 2022 by the Atlanta Journal-Constitution, we are a welcoming community of professionals passionate about making a difference in the community. For testimonials from staff on what it's like being part of the JF&CS family, you can visit our [Careers page](#).

Benefits:

- Up to 20 days paid time off per year
- Paid holidays
- Health, Vision, Dental Insurance
- 401(k) savings plan with employer matching
- Paid Parental Leave

JF&CS is now seeking a **Chief Operating Officer (COO)**.

Reports to: CEO

The Chief Operating Officer (COO) is a key member of the JF&CS Atlanta executive team, responsible for oversight of the Agency's programs and services, providing strategic and operational leadership, and establishing policies and procedures that promote efficiency, culture, and vision. The Agency's current programs and services include mental health services, older adult services, services for adults with intellectual and developmental disabilities, careers and supported employment, financial assistance (including Kosher Food Pantry), and The Ben Massell Dental Clinic.

Responsibilities:

1. Strategic Program Leadership:

- In conjunction with executive leadership team, advise and develop plans to implement goals of the agency's strategic plan.
- Develop and implement program and service goals, objectives, and tactics in alignment with the organization's mission, vision, and budget to support the strategies above.
- Ensure the effective delivery and impact of high-quality services to clients by monitoring and measuring outcomes in conjunction with the Chief Impact Officer while meeting all regulatory and compliance requirements.
- Working in coordination with the Impact team and Finance, monitor programs and services to evaluate their effectiveness, making necessary adjustments to improve service delivery and meet budget goals.

2. Operational Excellence:

- Oversee the day-to-day operations of all programs and services. Working in coordination with program and service leaders, the COO will ensure efficient and effective performance within the constraints of the budget.
- Collaborate with program and service leaders to develop annual program budgets, ensuring financial sustainability and adherence to budget goals.
- Implement and maintain operational policies and procedures that meet regulations and enhance productivity, quality, and client satisfaction.
- Create and foster a culture of continuous improvement, identifying opportunities for innovation and implementing best practices.

3. Staff Leadership and Development:

- Provide leadership and guidance to program and service leaders by setting goals, coaching, and fostering a collaborative and supportive work environment.
- Assess, recruit, hire, train, support, and evaluate program leadership staff in collaboration with HR to ensure a high level of competence and professionalism.

- Promote professional development opportunities for staff, encouraging growth and advancement within the organization.
- Foster a culture of diversity, equity, and inclusion, ensuring a welcoming and inclusive environment for both staff and clients.

4. Collaboration and Partnership:

- Leverage the commitment to shared services by collaborating with other senior leaders and departments within JF&CS to ensure seamless integration and coordination of services.
- Establish and maintain partnerships with external stakeholders, including community organizations, funders, and government agencies.
- Represent JF&CS at community events, conferences, and meetings, advocating for the organization's mission and services.

Education & Qualifications:

Master's degree in a relevant field (e.g., social work, public health, nonprofit management, MBA) is preferred.

Minimum of 7-10 years of progressive leadership experience in operations at a nonprofit, for-profit, or social services organization.

- Proven track record in program management, including strategic planning, budgeting, and evaluation; ability to translate strategy into actionable steps for growth.
- Excellent leadership and interpersonal skills, with the ability to inspire and motivate staff.
- Strong multi-tasking and critical thinking skills that are both goal-oriented and results-driven.
- Ability to prioritize and re-prioritize Agency Program/Service needs in a rapidly changing environment. Demonstrated commitment to mission-driven integrity as well as diversity, equity, and inclusion.
- Exceptional communication and presentation skills, both written and verbal.
- Ability to build and maintain effective relationships with internal and external stakeholders.
- Knowledge of Jewish culture and traditions is preferred but not required.

The Chief Operating Officer will play a critical role in advancing the mission of Jewish Family and Career Services of Atlanta by ensuring the delivery of high-quality programs and services to the community. This is an exciting opportunity for a dynamic and visionary leader to make a significant impact on the lives of individuals and families served by JF&CS.

JF&CS is an equal opportunity employer, committed to providing a workplace free from harassment and discrimination. We embrace our employees' unique qualities, which fuel interest, innovation, and business success. As an EEO employer, JF&CS will engage in

interactive dialogue regarding any accommodation requested based on medical or religious considerations.

How to Apply?

To apply, please follow this link to locate the full job description and application: [Jobs @ JF&CS](#)