



Job Title: Chief Operating Officer
Department: Operations
Reports to: President and CEO
Location: Hybrid
FLSA: Exempt
Salary Range: \$261K - \$326,500K*

**New hires are typically brought into the organization between the minimum to midpoint of the salary range posted depending on qualifications, internal equity, and the budgeted amount for the role.*

Vibrant Emotional Health’s groundbreaking solutions have delivered high quality services and support, when, where and how people need it for over 50 years. Through our state-of-the-art technology-enabled services, community wellness programs, and advocacy and education work, we are building a society in which emotional wellness can be a reality for everyone.

Position Overview:

Following rapid scaling, The Chief Operating Officer (COO) is a seasoned, mission-oriented and business minded leader who will be responsible for ensuring the alignment and successful operational execution of people, processes and systems in support of growth. This will include the implementation of foundational business processes and policies as well as overseeing the operational execution of Vibrant’s new three year strategic plan, translating the plan into a tangible roadmap and ensuring its successful implementation. The COO will lead collaboratively, working with and through other organizational leaders to bring operational excellence across the enterprise. The COO will play a key role in cultivating a high-performance culture centered on objectives and key results to create purpose, alignment, and focus in achieving goals that take the organization to the next level.

Duties/Responsibilities:

- *Executive Leadership:* Serve as a key member of the Executive Leadership Team, responsible for the organization’s overall operations strategy. Partner with senior leaders, the operations team, and staff to cultivate a productive, efficient, accountable, and transparent environment. Present and effectively communicate operations strategy to the Executive Leadership Team and the Board.
- *Team Leadership:* Build and lead the Operations team, including project management, procurement, facilities, office management, administration, and risk. Intentionally and authentically build trusting and collaborative relationships at all levels of the organization, including across departments and programs, in order to establish structure, systems, and processes focused on strong operational performance.
- *Vision and Drive for Operational Excellence:* Elevate Vibrant’s organizational operational capabilities for scale, efficiency and effectiveness. Foster a collaborative organizational culture focused on

operational excellence including defining shared goals, clarifying and aligning priorities, transparent communication, mutual accountability and continuous improvement.

Required Skills/Abilities:

- *Mission & Values Alignment:* Deep belief in the mission and vision of Vibrant Emotional Health, its commitment to DEIB and building an anti-racist organization. A commitment to work with individuals and families to help them achieve mental and emotional wellbeing. Alignment with our core values: Excellence, Integrity, Belonging, and Wellbeing.
- *Executive & Organizational Leadership:* Phenomenal organizational leader with a track record of working with and through other executive leaders and members of an organization to drive change management and transformation efforts at the organizational level, with a “roll up your sleeves” orientation and preferably in organizations experiencing significant growth or change. Leadership experience must include effective change management, vision setting, and innovation, and setting clear priorities, goals, and road maps at the enterprise level and for teams.
- *Team Leadership:* Collaborative and results oriented team leader with proven ability to manage and develop a thriving, committed team to support unified goals. Astute driver of operational excellence, including managing teams through strategic pivots and changes and holding teams accountable for meeting collective goals. Able to engage and collaborate with all levels of staff, board members, and key stakeholders.
- *Operations Depth:* Expertise in leading operations function in relevant business environment. Record of delivering results in environments characterized by growth and continuous improvement. Broad experience with range of business functions and systems, including strategic planning, business analysis, finance, information systems, and human resources. Proven ability with data-driven approach to meaningfully measure and drive operational improvements.
- *Growth & Change Leadership:* Deep experience with leading the evolution of people, systems, and processes to advance organizational operations during times of rapid growth. Strong communicator and effective influencer with experience engaging with diverse staff and leadership to promote trust, teamwork, collaboration, and engagement across departments and levels of leadership.

Required Qualifications:

- 15+ years of progressive experience as an operations leader
- Advanced Degree (Masters or JD) in related field preferred but not required
- Experience leading cross-functional teams and managing direct reports
- Strong strategic thinking and problem-solving skills
- Excellent communication and presentation skills
- Demonstrated ability to work in a fast-paced, collaborative environment

Excellent comprehensive benefits, including medical, dental, vision, supplemental income insurance, pre-tax transit/parking, pre-tax FSA for medical and dependent care, and 401K available. 4 weeks' vacation, plum benefits, etc.

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they are able to perform every task in the job description. We are most interested in finding the best candidate for the job, and that candidate may be one who come from a less traditional background. Vibrant will consider any equivalent combination of knowledge, skills, education and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.

Vibrant Emotional Health is an equal opportunity employer. Applicants are considered for positions without regard to veteran status, uniformed service member status, race, creed, color, religion, gender, gender identity, sex, sexual orientation, citizenship status, national origin, marital status, age, physical or mental disability, genetic information, caregiver status or any other category protected by applicable federal, state or local laws.

"Please be aware that fictitious job openings, consulting engagements, solicitations, or employment offers may be circulated on the Internet in an attempt to obtain privileged information, or to induce you to pay a fee for services related to recruitment or training. Vibrant does NOT charge any application, processing, or training fee at any stage of the recruitment or hiring process. All genuine job openings will be posted on our careers page and all communications from the Vibrant recruiting team and/or hiring managers will be from an @vibrant.org email address"

This role is being sourced by the executive search firm EgonZehnder. If interested in this role, please submit your information and resume to: VibrantCOO@egonzehnder.com. Thank you.