



Higher Ground Job Description

Current as of: January 2025

Position Title	Chief Operating Officer
FLSA Status	Exempt
Reports To	Chief Executive Officer
Compensation	\$95-150k DOE, 40 hrs/wk

Higher Ground USA, Inc. (HG) is a 501(c) 3 organization whose mission is to enhance quality of life through therapeutic recreation and education.

The Chief Operating Officer (COO) at Higher Ground is a key member of the executive leadership team, responsible for overseeing the organization's day-to-day operations and ensuring operational excellence. The COO will work closely with the CEO and other executives to align strategic goals with operational performance, ensuring Higher Ground's continued growth and impact as a leading provider of therapeutic recreation for veterans, first responders, and the disability community.

Core Responsibilities/Duties:

- **Oversee Day-to-Day Operations** - Collaborate with department managers to ensure operations are efficient, effective, and aligned across all functions, while implementing processes and systems that enhance performance and foster collaboration across locations and teams.
- **Strategic Planning and Execution** - Work closely with the CEO and leadership team to develop and execute strategic plans that support the organization's mission, translating these goals into actionable and measurable operational outcomes.
- **Team Leadership and Development** - Lead and manage cross-functional teams to achieve organizational objectives, while fostering a positive workplace culture. Mentor and develop managers to enhance team capabilities and ensure effective succession planning.
- **Program Oversight and Development** - Oversee all programs, ensuring effective processes and the successful implementation of planned and new initiatives in collaboration with program directors and staff.
- **Financial Oversight** - Monitor financial performance to ensure adherence to budgetary constraints and strategic alignment, working with the CFO or finance team to maintain financial systems that support sustainability and growth.
- **Risk Management** - Identify and mitigate potential risks by developing effective strategies and implementing frameworks that ensure compliance with laws and regulations.
- **Operational Excellence and Competitive Advantage** - Drive operational improvements by identifying opportunities for innovation and efficiency, reducing costs, and enhancing program delivery to maintain a competitive edge.

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Qualifications:

- Education and Experience: Bachelor's degree required, MBA or advanced degree preferred, with senior leadership experience.
- Operational Expertise: Proven ability to oversee daily operations and drive organizational efficiency.
- Financial Acumen: Skilled in budgeting, financial management, and resource allocation.
- Leadership and Team Management: Strong leadership skills with experience building and mentoring high-performing teams.
- Strategic Vision and Execution: Ability to translate strategy into actionable, measurable outcomes.
- Risk and Compliance Management: Experienced in risk mitigation and ensuring regulatory compliance.
- Analytical and Problem-Solving Skills: Adept at making data-driven decisions and improving processes.
- Communication and Interpersonal Skills: Excellent communicator with strong relationship-building abilities.
- Mission Alignment: Passionate about Higher Ground's mission and serving its community.
- Additional Requirements: Flexible, adaptable, and willing to live in the Wood River Valley. Pass all drug/alcohol/medical screenings and State/National background checks

Key Interfaces:

- Chief Executive Officer, Chief Financial Officer, Chief Development Officer.
- Director of Veteran & First Responder Programs
- Director of Adaptive Sports
- Director of Safety and Compliance, Volunteer Manager, and Operations Manager

Contact Info: To apply for this position, please submit a cover letter, resume and three references to:

Cole Petrie
Chief Executive Officer
Cole@highergroundusa.org

Equal Opportunity Employment: Higher Ground USA, Inc. is an equal opportunity employer. We are committed to maintaining the hiring practices and work environment free from discrimination based on race, color, religious creed, national origin, gender, sexual orientation, age, disability, genetic information, veteran/military status, marital status or other status protected by federal or state law, with regard to any term or condition of employment.

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