Executive Vice President of Operations

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| The Executive Vice President of Operations will oversee three key units that span cross-organization supports to deliver well organized services: Facilities (over 41 retail stores and 15 program spaces); Technology (multiple applications, including in house tracking systems); Human Resources (over 1800 employees in mission and retail services across the whole territory of New York and New Jersey). Goodwill is seeking a leader who will have the skills, sensitivity, and confidence to build these support units to achieve the organization’s mission success. While it is essential that the EVP of Operations bring efficient and effective systems to increase the productivity of the organization, is it also critical that the operations supports and stays integrated with Goodwill mission of connecting those with barriers to employment to the power of work.  |

**Essential Functions:**

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| * Assess and analyze HR, IT and Facilities effectiveness by setting up clear metrics and accountability that integrate functions throughout the organization. Determine priorities for on-going improvements
* Primary liaison between fiscal management and IT, HR and Facilities: ensuring strong oversight of all budgets, future spending is in line with priorities, ensuring adequate funding of projects to be successfully completed.
* Oversee and drive policies and practices that are standard and create transparent assistance to all business units: retail and mission related
* Strong project management skills, drive and oversee clear timelines and milestones for all projects from IT to construction renovations.
* Effective manager of teams with direct and indirect authority and a strong collaborator

**•** Supervise the facilities vice president, Chief Information Officer, and the Human Resources vice president and participate in decision-making for all major capital projects. **•** Coordinate with multi-million-dollar lease negotiations for new and existing stores, program offices and other facilities, maintaining full awareness of both business aspects and legal implications of lease contract negotiations.  |

**Qualifications/Basic Job Requirements:**

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| * Proven senior level problem-solving and planning capability and sizeable financial, administrative or operating responsibility at the executive level
* Minimum 7 years’ experience in a senior managerial and/or executive capacity overseeing both day to day operations and major transformative projects. Ideally, overseen major technology projects and purchases.
* Experience collaborating with diverse groups of stakeholders including effective, articulate and persuasive communications, verbally and in writing, that can speak finance and operations in simple and accurate terms
* Committed to the mission, purpose and values of the organization and its programs, with the desire to capitalize on and be part of the team that impacts the organization’s future
* Exceptional problem solving, interpersonal and strategic thinking capabilities with strong documentation and organization.
* A dedicated leader/manager, collaborative and team-oriented, who is self-motivated, can take charge, build consensus and affect change; must impart credibility, trust, enthusiasm, integrity, and ethics; relate well to individuals at all levels and adapt to a high energy, intense environment; build and preserve relationships, even under difficult or chaotic circumstances.
* Analytical and strategic, yet tactical, with an understanding of the business implications of plans and strategies; able to creatively design and implement systems and procedures that fit the organization’s current and long-term needs
* Either Retail experience, Not-for-Profit or Government experience and/or interest in social enterprise or public policy, a plus
* Advanced degree in Business, Policy or Organizational management preferred
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**Scope of Responsibility & Positions Supervised**

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| The responsibility of the position involves all aspect of the organization as the support unit. Three direct reports with 30 indirect reports.  |

**Special Working Conditions**

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| Goodwill NYNJ region encompasses NYC, Long Island, Westchester to the Capital Region and Northern NJ counties. Travel throughout Goodwill NYNJ region may be required. |