



WORLD
AFFAIRS
COUNCILS of
AMERICA

Chief Operating Officer

THE ORGANIZATION

The World Affairs Councils of America is an independent, nonpartisan organization dedicated to engaging the public and leading global voices to better understand the world, America's international role, and the policy choices that impact our daily lives and our future. Established in 1986 as a nonprofit membership organization in Washington, DC, the World Affairs Councils of America carries out its mission by supporting more than 90 Councils across the United States and promoting their educational programs and initiatives.

POSITION SUMMARY

The Chief Operating Officer will provide internal management of the WACA national office staff and oversee a variety of organizational priorities and projects. Working in partnership with the WACA President, the COO will engage with all stakeholders and staff to lead day-to-day operations, manage select strategic initiatives, and implement new processes for the organization. This role requires exceptional professionalism and a combination of leadership, management, planning and problem-solving acumen.

PRIMARY DUTIES AND RESPONSIBILITIES

Operations Administration and Advising

- Manage and communicate organizational priorities and initiatives in line with WACA mission and core values
- Ensure smooth daily operations of office, including staff, information systems and infrastructure (hardware, software, website), vendor management, and finance
- Review, upgrade, and implement an appropriate system of policies and procedures to improve efficiencies and accommodate growth objectives; guide the performance management process that measures and evaluates progress against goals of the organization
- Oversee repurposing of physical office space, and improving systems for processing accounts payable and receivables, as well as systems for electronic and paper filing
- Serve local Councils as requested; ensure that internal and external deadlines are met and work product is of a high quality

Human Resources and Management

- Motivate, mentor, and develop a high-performing staff; administer annual performance reviews

- Implement staff schedules, deliverables, and management standards
- Evaluate organization roles and make recommendations for team development/long-term staffing plans and implement accordingly
- Manage HR functions and ensure that HR policies reflect best practices, and are explained and updated to attract and retain high quality staff.
- Update HR paperwork and record-retention schedules
- Oversee management and priorities of intern program (6-10 per year)

Programs and Communications

- Enhance, promote, and steward WACA's flagship, branded programs; support new initiatives
- Supervise program planning, delivery, timelines, and evaluation (Annual National Conference, Academic WorldQuest, and special projects)
- Provide strategic inputs to increase programmatic impact
- Support value proposition to and stewardship of partners, sponsors, and Council members
- Manage WACA grant programs for Councils (Engage America Speaker Series)
- Develop tools and training to increase program revenue and meet cost guidelines
- Oversee WACA's branding, marketing, strategic communications, media relations
- Support messaging for Council leadership and local Council programs
- In consultation and collaboration with WACA President and Board, develop member Council engagement strategy, including WACA website and database services

Finance

- Under President's guidance, work to prepare an annual operational budget for review and approval by the WACA Board; manage effectively within this budget, and report accurately on progress made and challenges encountered
- Review contracts, leases, insurance; analyze financial and accounting IT infrastructure and make recommendations

Development and Fundraising

- Produce collateral and support materials (messaging, pitch, brochures, presentations)
- Oversee, manage, and organize the grants processes
- Stakeholder engagement - explore committee roles for Council legacy leaders and members

Additional duties as assigned include but are not limited to:

- Represent the organization among various audiences, members of the Board, donors, and the general public
- Participate in workshops, media, conferences, and other appearances that raise the profile of the organization as needed

QUALIFICATIONS

7-10 years of relevant experience required; master's degree and education and/or experience in global public policy, international relations, or related area preferred,

- Previous experience in all facets of organizational management, particularly in project and staff management, budget, and personnel
- Experience in managing the administrative process for a high-energy organization; comfort with a fast-paced, detail-oriented environment
- Excellent interpersonal skills:
 - Ability to serve as a mentor to all levels of staff
 - Ability to represent the organization externally to VIPs, donors, partners, and others as needed
- Effective time-management skills, including the ability to prioritize work and manage multiple projects under deadline pressure
- Excellent problem-solving skills
- Easily adaptable; comfortable with change and able to switch gears easily
- Strong desire and commitment to leading WACA through its next stage of growth
- Possesses an entrepreneurial mind set and outgoing nature; must be a confident and personable self-starter
- Strong work ethic
- Experience in the nonprofit sector preferred
- Fundraising experience a plus

COMPENSATION

This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of highly respected organization. The World Affairs Councils of America is prepared to offer an attractive compensation package, including a competitive base salary, as well as health, 403(b), and vacation benefits.

The World Affairs Councils of America is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.

HOW TO APPLY

Please submit a cover letter, resume, and contact information for three references to Bill Clifford at apply@worldaffairscouncils.org by Monday, January 22. No phone calls.

When applying, please write "Chief Operating Officer" in the subject line. No phone calls, please. Salary package is commensurate with experience.