



## **POSITION ANNOUNCEMENT: CHIEF OPERATING OFFICER**

Grand Canyon Conservancy (GCC) is the official nonprofit partner of Grand Canyon National Park. As the official philanthropic and collaborative partner of Grand Canyon National Park, Grand Canyon Conservancy's mission is to inspire generations of park champions to cherish and support the natural and cultural wonder of Grand Canyon. GCC raises private funds, operates retail shops within the park, and provides premier educational programs about the natural and cultural history of the region.

Grand Canyon Conservancy is currently searching for a Chief Operating Officer (COO) to provide the leadership, management, and vision necessary to ensure that proper operational controls, organizational strategies, people, and systems are in place to effectively grow capacity and increase the impact of Grand Canyon Conservancy (GCC).

The COO supervises Retail Operations, Grand Canyon Conservancy Field Institute, Publishing, Information Technology, Facilities Maintenance, Residence Programs, and Human Resources. The COO manages special projects for the organization and serves as the staff liaison to the Audit & Compliance Committee. Direct reports include the Director of Operations, the Program Manager, the HR Manager, and the IT Technician. The COO reports to the Chief Executive Officer (CEO).

## **PRIMARY RESPONSIBILITIES**

As an integral member of the Executive Team, the COO will work to elevate operational effectiveness and efficiency across the organization while maximizing financial and operational performance. The COO will work systematically to meet GCC's strategic goals by addressing key financials, staffing, processes, infrastructure, and partnership needs.

## **STRATEGY**

- Improve operational systems, processes, and policies in support of the organization's mission
- With the Executive Team, identify opportunities for GCC to leverage cross-program strengths to drive engagement, increase awareness, take advantage of new opportunities, and address organizational challenges
- Oversee organizational risk and mitigation strategies
- Review monthly financial statements with the CFO and CEO
- Support and advise the CEO, keeping the CEO informed of all critical issues

## **LEADERSHIP AND TEAM DEVELOPMENT**

- Provide effective and inspiring leadership by being actively involved in and having deep knowledge of organizational operations
- Develop a performance culture among a group of diverse and talented individuals by tapping into the power that each member of the team brings to the mission
- Establish and monitor staff development and performance. Assign accountabilities, set objectives, determine goals, establish priorities, and conduct performance appraisals
- Partner with the CEO to develop essential internal leadership activities (human resources, administration, and organizational planning)
- Contribute to the development of organizational goals and objectives consistent with the mission, vision, core values, and strategic goals of GCC

## **PARTNERSHIPS AND COMMUNICATIONS**

- Represent the organization when requested, ensuring proper representation of organizational priorities and visibility to its various constituencies
- Develop and strengthen productive relationships with members, donors, the National Park Service, and others critical to GCC's success
- Serve as the liaison to the NPS for project management related to major fundraising initiatives, including contract review and agreement execution
- Oversee contract management and legal compliance matters for GCC, coordinating as necessary with external legal counsel on agreements and HR issues
- Identify essential third-party vendors, negotiate agreements, review contracts, set and monitor expectations, and build strong relationships
- Oversee special projects related to Grand Canyon National Park and other partners

## **FUNCTIONAL AREAS**

Develop an effective revenue strategy and oversee administrative and operational activities in the areas of Retail Operations, Publishing, Human Resources, Project Management, IT, Residence Programs, Facilities and Risk Management

- Ensure Retail Operations, including Publishing and Facilities, are meeting targets and goals as established in the Strategic Plan and Budget
- Oversee the Human Resources functions of recruiting, retention, training, and policies
- Analyze options for employee benefits, including cost alternatives, and make recommendations to the CEO
- Ensure ongoing maintenance and updates for information systems infrastructure, including hardware, software, telecommunications, and systems applications, are completed on a timely and accurate basis
- Manage annual insurance renewal process with GCC insurance broker
- Other duties as assigned

## **MINIMUM QUALIFICATIONS**

- Bachelor's degree required; advanced degree preferred
- Fifteen years or more of progressive senior management experience
- Experience managing business units with financial oversight responsibility
- Or any combination of education and experience equivalent to the above minimum requirements

## **PREFERRED QUALIFICATIONS, SKILLS, AND CHARACTERISTICS**

- Demonstrated abilities as a mission-focused, seasoned, strategic, and process-minded leader with experience scaling an organization
- An action-oriented, entrepreneurial, flexible, and innovative approach to organizational management
- Experience collaborating with Executive Staff and Board, resulting in the development of creative management strategies
- Experience coaching senior-level staff to manage and develop high-performing teams to create and implement program strategies
- Successful experience as a partner to the CEO and Board of Directors with the ability to manage up and across an organization
- Prior work with public lands, conservation, or environmental organizations is highly desirable
- Demonstrated ability to think strategically, tactically, and systematically to assess and implement strategic priorities, initiatives, and projects

- Success in achieving high-performance goals and managing deadlines for multiple projects
- Excellent oral and written communication skills, including the ability to communicate complex ideas and concepts in a clear, concise, accurate, respectful, and effective way
- Proven ability to handle sensitive information with confidentiality, professionalism, and discretion
- Experience managing human resources functions, including personnel, compensation, and recruiting
- Solid financial management experience and familiarity with accounting procedures
- Technologically savvy, with experience managing IT staff to develop and implement new processes and systems that increase efficiency
- Personal qualities of integrity, collegiality, sense of humor, and a commitment to GCC’s mission

## GCC CORE VALUES

GCC has identified four core values that represent how we interact with our employees, partners, visitors, supporters, and followers. Our values include:

- **Integrity:** We are honest, respectful, inclusive, caring, and accountable for our actions. We operate at a high level of excellence, utilizing our resources to their best and fullest potential.
- **Education:** We are a dynamic learning organization uniquely positioned to cultivate the “awe” of the Grand Canyon.
- **Service:** We embrace our role as a valued partner of the National Park Service at Grand Canyon National Park and will provide the highest level of excellence in every interaction with employees, partners, visitors, supporters, and donors.
- **Connection:** We foster a sense of wonder and adventure for the Grand Canyon.

## WORKING CONDITIONS

- This position requires long periods at a computer
- Ability to walk outdoors in a park setting on occasion
- Approximately 10% of the time will be spent traveling to meetings and events
- Valid Driver’s License and ability to travel without assistance

## TOTAL COMPENSATION

This is a full-time, exempt, benefit-eligible position based in Flagstaff, AZ, with travel approximately 10% of the time, working regular long hours and occasional weekends. Salary is commensurate with experience.

GCC provides a comprehensive benefits package including vacation and holiday pay, sick leave, employer-supplemented health benefits package including medical, dental, vision, and health savings account (HSA) plan, long-term disability, and life insurance, a 401(k)-retirement plan, Canyon Experience Days, and discounts in GCC retail stores and for Grand Canyon Conservancy Field Institute classes.

## HOW TO APPLY

Please visit our website at: <https://www.grandcanyon.org/about-us/employment/>  
We ask that you include a resume and cover letter with your application.