Chief Operating Officer (COO)

Utah Global Diplomacy offers a dynamic working environment with ample opportunities to learn about international relations and global cultures. Successful candidates for this position should have a passion for leading a team of employees to succeed in their day-to-day functions, inspire innovation and creative solutions, be forward thinking in organizational growth, comfortable providing constructive feedback, and fostering an internal work culture that treats employees as humans above all else.

Furthermore, successful candidates should thrive in connecting people and businesses to our mission, programs, and services, enjoy exploring world and cultural affairs, have high energy, enjoy working in a busy atmosphere, and feel comfortable handling multiple ongoing projects.

We at Utah Global Diplomacy have a passion for exploring world affairs and their connectivity to Utah; we believe that fundamental change happens when people of all ages get together and share ideas, and nerd out about citizen diplomacy - the concept that everyone has the right and responsibility to help shape foreign relations one handshake at a time.

Equal Opportunity & Social Responsibility:

Utah Global Diplomacy is a non-partisan, non-profit committed to social responsibility. We celebrate, support, and thrive when diversity in all forms is represented.

Our organization and our programs promote respect and understanding between the people of Utah and other nations. We do not discriminate based on ethnicity, nationality, race, religion, gender identity designated by the individual, political affiliation, sexual orientation, marital status, physical or mental impairment, parental status, military service, or other non-merit factors.

Furthermore, Utah Global Diplomacy recognizes we must play an active role in being environmentally conservative. Therefore, we are committed to using sustainable green business practices in our business and our programs whenever possible.

Description of position:

Position Title: Chief Operating Officer (COO)
Type of Position: Full-time (40 hours a week); working 4 days in office, 1 day at home
Hours: 8:30 am - 5:00 pm, some evenings and weekends required
Salary: Salary $75,000 - $90,000
Benefits:
  ● 401K with employer match,
● Health Reimbursement Account up to $400 per month (UCCD does not offer health insurance, but HRA funds can be applied to non-HAS health expenses),
● Generous Paid Time Off and Holidays,
● Cell phone and internet allowance,
● Mileage reimbursement for work-related travel,
● Conference travel

Working directly with the Chief Executive Officer (CEO), the Chief Operating Officer (COO) will oversee, direct, manage, and coordinate the efforts of our all programs including the International Exchange Programs, Youth Programs, Career Ready Programs, and Global and Cultural Education Programs. The COO will oversee the entirety of planning, organizing, staffing, leading, and evaluating all operational activities from research and development, program planning, implementation, management, and reporting. As with all Utah Global Diplomacy positions, this position is responsible for helping ensuring community outreach and engagement, creating organizational awareness, recruiting volunteers and constituents, and is expected to consistently maintain a high level of customer service to all.

Additionally, the COO will be responsible to plan and implement Utah Global Diplomacy’s cultural education programs including the John Price & Marcia Price World Affairs Symposium Series, as well as assist the CEO in planning and implementing fundraising events including Vivaldi by Candlelight and the Around the World Dinner. The goal of the cultural education programs is to, in tandem with other programs, help build awareness and philanthropic support to Utah Global Diplomacy.

Chief Operating Officer Responsibilities:

● Provide a strong, effective, and inspiring day-to-day leadership, as well as stewardship, by developing a deep knowledge of all programs and being actively involved in all programs and services
● Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement through evaluation, observation, and analysis
● Meet with staff regularly to promote feedback, collaboration, support, and ongoing opportunities for all staff
● Lead our high performing team to the next level by further developing and implementing recruitment, training, retreats, and retention strategies
● Work in tandem with the CEO to foster a fun and collaborate work culture that celebrates staff contributions, success, and being part of Utah Global Diplomacy, including but not limited to planning employee appreciation week, birthdays, weddings, graduations, etc
● Identify opportunities for Utah Global Diplomacy to leverage strengths to take advantage of new opportunities and/or to address organizational challenges
• Represent Utah Global Diplomacy with external constituency groups, including community, governmental, and private organizations to report on and raise awareness about our programs and services.
• Ensure that all program activities operate consistently and ethically within the mission and values of Utah Global Diplomacy.
• Prepare and submit an annual operational budget to the CEO for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.
• Ensure the continued financial viability of Utah Global Diplomacy through sound fiscal management.
• Ensure staff, programs, and services productivity works towards the outlined strategic plan dashboard goals, objectives, and steps.
• Assist CEO in building organizational awareness and strategic partnerships that include but are not limited to internal and external communications practices, fosters media relations, and educates policy makers and the donor community about our work.
• Assist staff in performing program responsibilities when needed and/or perform program responsibilities for vacant positions until filled.

Events Responsibilities (20% of workload):
• Plan, implement, monitor, and evaluate our broad community cultural and global education programs mentioned above. Responsibilities include:
  o Research world affairs topics and possible speakers (local, national, and international)
  o Make formal speaking requests to potential program speakers and facilitators
  o Secure venues, catering, and AV
  o Coordinate with vendors, exhibitors, and stakeholders
  o Work within a budget to determine the event's details (thank you gifts, honorariums, travel accommodations, etc.)
  o Manage set up, tear downs, and follow-ups
  o Conduct outreach for program attendance – see marketing and outreach responsibilities
  o Track program performances through evaluations
  o Identify partnering organizations to co-host complementary opportunities to the main events
  o Secure and confirm program logistics
  o Assist the CEO in securing sponsors for events programs
  o Recruit and manage all volunteers for educational programs

Additional Responsibilities (5% of workload):
• Assist with events and activities that require all staff participation
• Data entry
• Assist the CEO in report creation including our annual report and quarterly newsletters
• Represent the organization in a variety of professional settings
- Attend Board of Directors meetings as requested
- Attend out of town conferences and summits as needed

Position Qualifications:
- Ten years of professional results-proven experience of planning, implementing, managing, and evaluating programs and services, with a minimum of five years of senior-leadership experience supervising staff
- Evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment
- Extensive knowledge of various for-profit, non-profit, and government agency sectors and industries in Utah
- Demonstration of program management and ability to balance the delivery of programs against the established budget
- Ability to problem solving and have creative resourcefulness
- Vision and ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan
- Ability to effectively build organization and staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly
- Experience in team building with experience in scaling up organizations
- Ability to connect staff both on an individual level and in large groups
- Capacity to enforce accountability, develop and empower strengths of the team so as to put people in a position to succeed
- Looks for, explore, and apply for opportunities for organizational growth and advancements
- Experienced in general management thorough understanding of finance, systems, and HR
- Comfortable and confident performing all aspects of each programs including but not limited to large scale event planning, arranging professional meetings, driving a 15-passenger van for long distances, conducting program evaluation, analysis, and reporting, teaching classes, etc
- Proven experience in large scale event planning
- Willingness to use own reliable transportation for work purposes

Soft Skills Qualifications:
- Impeccable attention to details
- Positive Work Attitude
- Professionalism
- Reliable Attendance
- Time Management
- Acceptance of Constructive Comments & Feedback
- Excellent Oral & Written Communication Skills
- Listening Skills
- Problem Solving
- Adaptability to Change
- Cooperation & Collaboration
- Ability to Work with Little Supervision
- Identify & Deliver Goals & Objectives
- Identify & Own Accomplishments
- Work Delivery & Follow Up
- Personal integrity and discretion
Other requirements:
A background check will be required for the selected applicants.

To Apply:
Submit a single-file PDF document that includes a Letter of Interest and resume to Felicia Maxfield-Barrett, CEO, fmbarrett@utahglobaldiplomacy.org.

Applications are accepted until filled. State date TBD.

More information about Utah Global Diplomacy can be found at utahglobaldiplomacy.org.