



Position Announcement: SVP of Operations Located in: Charlotte, NC

Ask yourself...

Are you ready to lead with strategic vision and operational excellence? Do you thrive in environments where the balance of people, processes, and technology creates meaningful impact? Are you prepared to drive the operational success of a growing nonprofit with a mission to provide affordable housing and empower communities?

If so, you may be the next Senior Vice President of Operations (SVPO) at Habitat for Humanity of the Charlotte Region.

Why?

Habitat for Humanity of the Charlotte Region is a dynamic nonprofit organization that is committed to building strength, stability, and self-reliance through shelter. We are passionate about empowering communities and are dedicated to creating opportunities for families to achieve the dream of homeownership. Our work spans several key areas, including home construction, retail operations, and community development. We believe in fostering a collaborative, mission-driven work environment that values innovation, accountability, and respect.

Over the past few years, our operational scope has expanded and now we seek a strategic leader to ensure operational efficiency while nurturing a mission-driven culture. The new SVPO will play a pivotal role in guiding this growth while enhancing processes, overseeing key departments, and ensuring organizational resilience.

Want to know more? Visit Habitat Charlotte Region's website at <https://www.habitatcltregion.org/>.

What will you do as Habitat Charlotte Region's next SVPO?

Serving as an integral member of the senior leadership team, the SVPO is responsible for driving and enhancing the operational aspects of the organization with a focus on project management, risk management, retail, technology investments, human capital, facilities, fleet, and insurance. The SVPO is responsible for developing and implementing policies and procedures to reduce risk and enhance efficiencies. The SVPO leads a team of professionals (Retail, HR, IT, and Facilities/Fleet) and vendors with a focus on enabling the entire organization, team effectiveness and professional development.



Specific responsibilities of the SVPO will include:

- Actively engage with President and other Senior Staff to set a vision and strategy for the organization
- Retail
 - Supervise the VP, Retail Operations
 - In partnership with the VP, Retail Operations ensure the effectiveness of the retail operations with focus on maximizing sales (\$9+ million annually) and net income (\$1.8 million annually) across 7 stores
 - Aid in identifying opportunities to enhance marketing for sales, product donations and volunteer engagement
 - Ensure alignment of resources between retail, HR, facilities and fleet
- Human Resources
 - Supervise the Director of People & Culture
 - Provide guidance and oversight of the employee lifecycle (recruit, onboard, retain, train/develop, performance management, exit) to develop a diverse, effective, and dynamic employee base of over 220 teammates
 - Promote culture of inclusivity, belonging and wellness
 - Lead the 403B Investment Committee and provide oversight of the 403(b) plan financial advisor and \$5 million in assets
 - Serve as the Senior Staff liaison to Board, People & Culture Committee
- Information Technology infrastructure and business applications
 - Supervise the Information Technology Director
 - Provide guidance and oversight of the information technology lifecycle (planning, evaluation, acquisition, maintenance, disposition) and 3rd party vendors with a balance of enablement, risk, and cost
 - Create and implement a comprehensive technology plan for the organization including business interruption and disaster recovery plans
- Facilities & Fleet
 - Supervise the Facilities & Fleet Manager
 - Provide guidance and oversight of the facilities/fleet lifecycle (planning, evaluation, acquisition, maintenance, disposition) and 3rd party vendors with a balance of enablement, risk, and cost
 - Ensure appropriate resources are invested and operations work effectively in our facilities (3 buildings owned, 7 buildings leased) and fleet (construction and retail trucks)
 - Manage large/complex repairs, renovations, acquisitions, and dispositions
- Insurance (~10 policies and >\$600,000 in annual premiums)
 - Procure and manage appropriate and comprehensive insurance coverage for the organization
 - Manage claims, maintenance of exposure inventory, annual renewal, specialty coverages, and insurance audits
 - Oversee broker relationship and leverage to reduce risk and cost

- Organization wide
 - Own emergency procedures, disaster recovery, business continuity, and related procedures linking together aspects of insurance, technology, facilities, and human resources
 - Sponsor the Safety Committee and provide oversight
 - Provide project management oversight for cross departmental initiatives to ensure projects are completed on time and within budget – introduce project management processes discipline
 - Serve as payment approver, contract reviewer, and contract signer
- Serve as the staff lead for the Board Business Operations & Risk Committee

Key lived experiences, attributes, and skillsets sought in the SVPO

The ideal SVPO candidate possesses the following experience, skills, and attributes:

- Ability to lead a high-performing team through change and growth while ensuring alignment with the organization’s mission and values
- A people-oriented leader who thrives in a collaborative environment and understands the importance of aligning processes with organizational culture
- Demonstrated experience in managing diverse business operations, ideally with exposure to retail, human resources, IT, risk management, and facilities
- Demonstrated senior level managerial experience including team development, process improvement, operational scaling, contract creation/management, vendor management, planning, and budget management
- Exceptional communication (both verbally and in writing) and interpersonal skills, with the ability to engage across departments and with external partners
- Advanced computer skills to include Microsoft Office proficiency, email applications, and project management tools and an understanding of how technology enables business operations and efficiency
- Attention to detail and data-driven decision making, excellent problem identification and problem-solving skills
- Commitment to transparency
- Ability to both think strategically and roll up your sleeves to get things done
- Ability to read, analyze, and interpret complex documents
- College graduate with relevant strategic and project management experience, MBA preferred

Think you are the next Habitat’s next SVPO?

To apply, click on the link to the **Senior VP of Operations – Habitat for Humanity of the Charlotte Region position profile** at [ArmstrongMcGuire.com/jobs](https://www.armstrongmcguire.com/jobs). You will see instructions for uploading your compelling cover letter, resume, salary requirements, and professional references. Please provide all requested information to be considered.

In case of any technical problems, contact talent@armstrongmcguire.com. No phone calls, please, and no applications will be accepted by email or directly from third-party posting sites.

Salary is commensurate with the requirements of the position and is in the \$150K range. Benefits include medical, dental, vision, life, short and long-term disability insurance; flexible spending accounts; EAP/travel assistance; 403(b) retirement savings plans; significant accrued vacation and sick time; and paid holidays.

Habitat for Humanity of the Charlotte Region is committed to providing equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, age, disability, or gender. We celebrate diversity and strive to create an inclusive environment for all.