



**POSITION:** Chief Operating Officer  
**ORGANIZATION:** No One Left Behind  
**LOCATION:** Washington, DC Metro Area  
**REPORTS TO:** Executive Director

### **ABOUT NO ONE LEFT BEHIND**

No One Left Behind (NOLB) was established in 2014 when former Afghan interpreter and Special Immigrant Visa (SIV) recipient Janis Shenwari took \$35,000 raised for him through a GoFundMe campaign and founded an organization to help others like him. Janis saved five American soldiers as an interpreter in combat yet waited years for his SIV application to be approved.

Today, NOLB is the only national organization solely dedicated to assisting SIVs. NOLB directors, advisors, staff and volunteers work tirelessly to ensure the United States meets its moral obligation to protect those who risked their lives in support of it abroad.

### **THE POSITION**

The Chief Operating Officer (COO) is responsible for:

- Oversight of operations, finance, vendors, and management of direct reports in programs.
- Ensuring that NOLB's operations follow all federal, state, funding, and city regulations, certifications, and licensing requirements and external operations meet objectives while mitigating organizational risk.
- Providing input and advice to the Executive Director around organizational strategy, development, and execution.

The Chief Operating Officer is supervised by the Executive Director.

### **DUTIES AND RESPONSIBILITIES**

The Chief Operating Officer has operational responsibility for No One Left Behind's staff, including the resourcing and execution of all program and operations areas, coordination of special projects/initiatives, and play a close supporting role for the Chief Development Officer and Director of Advocacy around fundraising, marketing, and legislative efforts. The COO will develop deep knowledge of the field, core programs, and operations.

## Internal Operations

- Human resources lead responsible for optimizing HR practices and policies including performance reviews, employee development, payroll, and other HR requirements.
- Financial lead who is officially assigned CFO accountabilities including budgeting, financial reporting, and annual audit execution.
- Development and management of Key Performance Indicators (KPI's) that guide the organization and provide external parties insight into NOLB's performance.
- Oversight of all vendor and contractor relationships.
- Manage company resources to ensure all programs have adequate support to execute core functions and meet outcomes and KPIs.
- Ensure relevant communications across staff regarding all programs and operations such that staff and programs are optimally integrated, focused, and functional.
- Ensure all systems, software and data sources are maintained and utilized to their full potential, including any possible integrations and upgrades, and their robust engagement and adaptation to new opportunities.
- Develop, implement and manage internal processes and procedures to ensure operational efficiency.
- Collaborates with the Chief Development Officer to manage revenue pipelines and ensure cash is managed swiftly and allocated to correct program or operation area.
- Executes risk management for all aspects of the organization, developing a risk management plan and strategy.
- Supports Executive Director with organizational strategy development and execution.
- Lead, manage and organize special projects as designated by the Executive Director.

## External Operations

1. Volunteers - The COO will be the direct supervisor for the Volunteer Coordinator and will collaborate closely with this role to:
  - a. Design and implement volunteer recruitment and management strategies.
  - b. Supports the screening, risk assessment, and qualification review of volunteer applicants.
  - c. Coordinates with all NOLB program leads to identify volunteer needs and develop strategies to fill those needs.
2. Evacuation – The COO will be the direct supervisor for the Director of Evacuation and will collaborate closely with this role to:
  - a. Maintain operational oversight responsibility for unilateral and multilateral SIV evacuation efforts.
  - b. Participate in relationship building with partners and stakeholders to develop evacuation plans
  - c. Provide input and oversight for the management of individual SIV cases through NOLB employees, volunteers, and partners.
  - d. Participate on the NOLB Evacuation Committee with the Committee Chair and

Director of Evacuation.

3. Resettlement – The COO will be the direct supervisor for the Director of Resettlement and will collaborate closely with this role to:
  - a. Maintain operational oversight responsibility for the execution of all resettlement programs.
  - b. Participate in relationship building with partners and stakeholders in order to develop resettlement plans and programs including but not limited to loan systems, mentorship programs, and job placement partnerships.
  - c. Provide input and oversight for the management of individual SIV cases through NOLB employees, volunteers, and partners.

### **QUALIFICATIONS AND COMPETENCIES**

The ideal candidate will possess:

- Strong interest in, understanding of, and dedication to No One Left Behind’s mission; knowledge of the critical needs facing SIV applicants and recipients and their families.
- Strong background in project and program management with proven success meeting set timelines and budgets.
- Experience and success in motivating and developing, high performance, mission-driven, and results-oriented teams.
- Experience in developing and implementing processes that maximize organizational efficiency.
- Ability to gather input, consolidate data points and make quick, effective decisions.
- Ability to work effectively in a collaborative and decentralized environment.
- A bachelor’s degree is required; an advanced degree is preferred.
- Possess strong oral and written communication skills; the ideal candidate will possess the ability to present ideas in a clear, concise, and compelling manner to all stakeholders, both internal and external

### **PERSONAL ATTRIBUTES**

- Exemplifies character in the form of being honest, discreet, and trustworthy; possesses the utmost integrity.
- Has a problem-solving mindset with good project management skills and time management.
- Solution-oriented and unafraid to get hands dirty as necessary.
- Demonstrates humility and flexibility and recognizes achievements of others.
- Possesses strong communication skills up and down the organization and is open to listening to the views of others.
- Possesses ability to produce significant output with minimal wasted effort.

## **COMPENSATION AND BENEFITS**

Annual cash compensation will consist of a competitive base salary and a comprehensive benefits package including health, dental, and leave.

*NOLB provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing or service in the military.*