FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BILLINGS FAMILY YMCA JOB DESCRIPTION

Job Title: **Chief Operating Officer**

FLSA Status: Full Time Exempt Revision Date: July 2026

Reports to: CEO

Supervises: Facilities Director, Aquatics Director, Youth Development Director, Membership Director, Health & Wellness Director, Sports Director, Marketing and Communications Director

---

POSITION SUMMARY: The Chief Operating Officer (COO) supports the work of the Billings Family YMCA, a leading nonprofit committed to strengthening the community through youth development, healthy living, and social responsibility.

Working in partnership with the Chief Executive Officer, the COO provides strategic and operational leadership for the organization and is responsible for the effective day-to-day management of YMCA operations. The COO ensures operational excellence, organizational effectiveness, and the successful execution of the YMCA's mission and strategic plan by providing leadership, direction, and accountability to department leaders. This position fosters a culture of collaboration, innovation, exceptional member service, and continuous improvement while ensuring high-quality programs, facilities, and operations.

ESSENTIAL FUNCTIONS:

1. Provides strategic leadership and oversight for the day-to-day operations of the YMCA, ensuring alignment with the organization's mission, strategic plan, and annual operating objectives.
2. Provides leadership, direction, coaching, and accountability to department directors and managers, fostering a collaborative, high-performing leadership team focused on achieving organizational goals.
3. Oversees assigned operational areas to ensure high-quality programs, exceptional member experience, operational efficiency, and consistent service delivery throughout the organization.
4. Monitors organizational performance, including operational metrics, membership trends, program outcomes, and departmental budgets, ensuring goals are achieved and resources are effectively managed.
5. Leads organizational growth through membership recruitment and retention, program expansion, community partnerships, pricing strategies, and new initiatives that respond to community needs.
6. Fosters a culture of innovation and continuous improvement by identifying opportunities to enhance operational effectiveness, member engagement, and organizational impact.
7. Assists in the development, implementation, and evaluation of organizational policies, procedures, and best practices to support effective and consistent operations.
8. Ensures compliance with YMCA standards, accreditation requirements, state and federal regulations, licensing requirements, risk management practices, and organizational policies.
9. Oversees the maintenance, safety, cleanliness, and operational readiness of YMCA facilities and properties while ensuring compliance with applicable regulatory codes.

10. Establishes and monitors performance measures and quality assurance systems to ensure programs and services meet YMCA standards and advance the organization's mission and strategic priorities.
11. Recruits, hires, develops, supervises, and evaluates assigned staff. Provides ongoing coaching, leadership development, and performance management to build a strong and engaged workforce.
12. Serves as staff liaison to assigned Board committees, prepares reports for the Board of Directors and CEO, and supports Board initiatives as requested.
13. Represents the YMCA in the community by cultivating collaborative relationships with community organizations, partners, volunteers, and stakeholders that strengthen the YMCA's mission and impact.
14. Supports organizational fundraising efforts, grant initiatives, and community engagement activities in collaboration with the CEO and leadership team.
15. Dress in appropriate work attire as outlined in the Employee Dress Code, always wearing a nametag, and performing all duties in a safe and conscientious manner.
16. Adheres to all safe practices by following consumer-boundary policies, adhering to procedures for supervising high-risk activities, promptly reporting suspicious or inappropriate behavior or policy violations while maintaining strict confidentiality
17. Complete all required annual and bi-annual training requirements for child abuse prevention, anti-harassment, and updated policies.
18. Keep all required certifications current.
19. Performs other duties as assigned by the Chief Executive Officer.

CORE COMPETENCIES (ALL STAFF):

- Always models and adheres to the mission of the YMCA and implements the Y Core Values of caring, honesty, respect, and responsibility.
- Engage with all staff and members with a friendly, helpful, professional attitude to develop meaningful relationships, ensuring the Y’s community focused mission and welcoming of all.
- Actively listens, responds, and engages to all questions and concerns with care, providing prompt resolution or escalation to build trust and commitment to the Y’s cause.
- Embraces new ideas to enhance both staff and member experience and works cohesively with staff across all departments to support a positive, diverse, and inclusive YMCA environment.

QUALIFICATIONS:

- Bachelor's degree in Business Administration, Nonprofit Management, Recreation, Human Services, or a related field required.
- Minimum of five years of progressively responsible senior leadership experience, preferably in a YMCA or other nonprofit organization, with demonstrated success leading multiple departments and organizational operations.
- Demonstrated ability to provide strategic leadership, develop and mentor department leaders, and foster a collaborative, high-performing organizational culture.
- Experience in organizational planning, operational management, budget oversight, performance management, and achieving organizational goals.
- Proven ability to develop and maintain effective relationships with community organizations, volunteers, donors, and other key stakeholders.
- Knowledge of nonprofit management principles, risk management, regulatory compliance, and YMCA mission, values, and operating practices preferred.
- Experience leading organizational change, strategic initiatives, and continuous improvement efforts preferred.
- YMCA Team Leader or Multi-Team/Branch Leader certification preferred, or the ability to obtain the appropriate YMCA leadership certification within two years of employment.

- Current CPR, First Aid, and AED certifications, or the ability to obtain certifications within the required timeframe.

PHYSICAL DEMANDS:

- Ability to perform all physical aspects of the position; including walking, standing, bending, kneeling, leaning, reaching, and lifting.
- Ability to thrive in a fast-paced environment with the unique challenges of a non-profit community service organization.
- Ability to work more than a 40-hour week with irregular work hours, including MOD rotations.
- Visual and auditory ability to respond to critical incidents and physical ability to act swiftly in emergency situations.
- Ability to interact with a diversity of people and various levels of personnel.
- Ability to handle multiple tasks simultaneously.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Employee Name:_____

Employee Signature:_____ **Date:** _____

CEO's Signature: _____**Date:** _____