



Job announcement: Chief Operating Officer

The Northwest Maritime Center is seeking a Chief Operating Officer to lead day to day management, interdepartmental communication and coordination and organizational development efforts during a phase of rapid program and business growth. The COO will work side by side with the Executive Director to form half of the executive team that works with senior managers and the board of directors to shape and manage the success of this established and growing organization. This is a newer role for the organization, with the expressed purpose of increasing organizational functionality and cohesion to allow the Executive Director to focus more fully on donor relations, external communications, board development, and strategic initiatives.

Job duties

Execution, optimizing programs, and tuning up the organization as we shape ourselves through significant growth.

Reporting directly to the Executive Director, the COO would be responsible for optimizing the day to day management of the NWMC operations. In addition to overall organizational functionality, the COO will have direct oversight of program managers for ongoing and established operations, specifically:

- Retail Operations
- Wooden Boat Chandlery
- Facility rentals and maintenance
- Maritime Educational Programming
- Port Townsend Wooden Boat Festival

The COO need not be a subject matter expert in any of these areas, but will need the skills to help department managers continue their success and take it to the next level.

Beyond these more established areas, there are several growth initiatives that currently have primary oversight by the Executive Director. Once these areas become mature and established, we anticipate their management would transition from the ED to the COO.

Outside of direct management of program managers, the COO will support staff through a more organization-wide role (ensuring performance reviews, trainings, etc), establishing and updating policies at both board and staff levels, participating in creating the organization's strategic plans, and helping make judgement calls when guidance is needed beyond policies. The COO is the glue that binds the organization together and will, in time, be a catch-all for institutional knowledge. In the event of a sudden leadership transition, the COO would assume the duties of the ED for at least an interim period.

Strategy, Vision and Leadership

- Contribute to the development of NWMC's strategic goals and objectives as well as the overall management of the organization.
- Be key player in developing regional expansion projects
- Maintain continuous lines of communication, keeping the Executive Director and senior managers informed of all critical issues.

Team Development/Leadership

- Oversee, direct, and organize the work of retail, program, facility, and Festival teams.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Ensure staff members receive timely and appropriate training and development
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and administer salary adjustments.
- Mentor and develop staff using a supportive and collaborative approach: assign accountabilities; set objectives; establish priorities; and monitor and evaluate results.

Operations

- Upgrade and implement an appropriate system of policies, standards, and procedures.
- Work with Finance Director, Executive Director, and senior staff to plan, coordinate to execute the annual planning and budgeting process.
- Ensure that NWMC is adhering to the strategic plan, delivering status reports to the board.
- Provide analytical support board and management team including development of internal management reporting capabilities.

Employment at the NWMC

The COO is an employee of the NWMC, and while this position's chief responsibility is in the outlined above, the COO will work as part of the NWMC team. We're a smaller non-profit so while everyone has their own area of responsibility we all do a little bit of filling in now and then and all pitch in for the heavy lifting- sometimes this is a metaphor, and occasionally we all have to actually help lift something heavy.

Desired qualifications

This is a relatively new role for the organization, and the ideal candidate will have sufficient experience in this or similar roles to help the organization learn how to best utilize a COO, provide meaningful feedback to both improve organizational functionality, and grow responsibly; balancing considerations between financial and mission goals.

Additionally, the ideal candidate would have the following:

- Undergraduate degree, master's in relevant field will be looked on favorably
- 5-10 years' experience in a management role ideally within high-growth organizations
- Experience either as an employee or board member of a nonprofit organization
- Proven track record of success facilitating progressive organizational change and development within a growing organization
- Excellent judgment and creative problem solving skills including negotiation and conflict resolution
- High comfort with ambiguity/evolving truths- we're filling in the blank parts of the map as we grow and this role will need to be comfortable making well-reasoned judgement calls with less than perfect information.
- Strong mentoring, coaching experience to a team with diverse levels of expertise
- Team player who can multitask
- Superior management skills; ability to influence and engage direct and indirect reports and peers
- Self-reliant, problem solver, results oriented
- Energetic, flexible, collaborative, and proactive; a team leader who can positively impact operations
- Solid written, oral, interpersonal, and presentation skills and the ability to effectively engage with senior management, board of directors, and staff
- Ability to operate as an effective tactical performer as well as strategic thinker
- Passion for our mission

The perfect COO will be so incredibly competent that they would be able to do all of that in their sleep, have a true excitement about the mission and programs of the NWMC, and possess the ability to provide

customer service and staff support in a manner that is simultaneously professional and authentic; we do a good job but we aren't sterile. To us, customer service isn't the forced smile and "Have a nice day" as people exit the plane, but honoring people enough to be present and human with them.

Compensation

This is a permanent fulltime position of the Northwest Maritime Center that includes a competitive compensation package with health benefits and a generous amount of leave.

Organizational background

The headwaters of the Northwest Maritime Center stem back to the wooden boat renaissance that took place in Port Townsend, Washington in the 1970's. Drawn in by the charm of the town and its location as a jumping off spot for open ocean or inland cruising, a group of traditional craft revivalists sailed into town and created a Mecca for wooden boat enthusiasts. Nationally known maritime legends are among the shipwrights and riggers, sail makers and sailors that came to call Port Townsend home. The first Wooden Boat Festival was started as a party amongst this group of romantics.

Forty one festivals later (and counting) our focus has grown to encompass both the traditional and contemporary. Our recently completed 27,000 square foot waterfront campus marries the romance of the sea with state of the art technology.

Since humans first ventured onto the water, maritime experiences have been tied to exploration. Today, the NMWC uses maritime experiences to propel people of all ages into explorations of their own.

Our theory of change: Through the powerful maritime experiences people gain competency and as a result become more confident in their own abilities. That confidence leads to greater engagement in the world around them, and that ability to engage coupled with their increased confidence leads to increased ability and willingness to explore, try new things, embrace the unknown, be of service to their communities and the world.

Our world needs explorers and innovators; the answers to the problems of tomorrow won't be on a standardized test. There are many ways to instill the confidence needed for exploration, the sea is simply the best teacher we know.

For both its own related clusters of programs and as an incubator and support organization for partner organizations, the Northwest Maritime Center is a hub of marine related activity designed to create positive change through powerful, value forming experiences on and around the water. Its organizational backbone supports five distinct business units:

- Port Townsend Wooden Boat Festival- in its 41st year, it is the largest Wooden Boat Festival in North America. We also think it's the most fun.
- Wooden Boat Chandlery- Selling gifts, and new and used hardware across the country, expanding this year into an additional physical location.
- Marine Thrift- First marine related thrift store that we know of. It's doing well and we're looking at opening a new one
- Maritime Programs- Youth and adult, vocational, avocational, in-school, summer programs, boat share programs, learning symposiums, on water and onshore.
- Facility rentals- long term tenants, event rentals, Boatshop use, boat storage, and navigational simulator
- Race to Alaska- in its third year, new and nationally recognized engineless boat race up the inside passage to Alaska.

In addition to our own programs, there are several key external programs that we support:

- Port Townsend School District's Maritime Discovery Schools initiative- creating the nation's first place based school district aligned around a central theme

- Western Flyer Foundation's restoring the historic *Western Flyer* made famous in John Steinbeck's *Log of the Sea of Cortez*
- Youth clubs (Port Townsend Sailing Team, etc)
- Maritime training schools offering training onsite for professional mariners
- Lesser support and/or facility use for numerous maritime non-profit organizations (Port Townsend Marine Trades, Sound Experience, Rat Island Rowing Club, US Power Squadron, etc)

Non-discrimination

The Northwest Maritime Center an Equal opportunity employer.

Resumes and cover letters can be sent to via email to: apply@nwmaritime.org. Position is open until filled.