



Chief Operating Officer

The Store | Nashville, TN

The Store seeks a strategic Chief Operating Officer (COO) to serve as a key executive partner to the CEO and lead the organization through its next phase of operational growth and maturity.

The COO will serve as the CEO's primary strategic and operational counterpart, overseeing finance, human resources, information technology, facilities, and multi-site operations. As The Store expands its footprint and impact, the COO will strengthen the systems, structures, and performance standards necessary to support sustainable growth—while building strong, healthy, and accountable teams.

A key measure of success in this role will be enhancing the organization's sourcing strategy—both by reducing food costs and increasing the value of food secured through purchasing, partnerships, and donations.

This role is well-suited for an experienced leader who combines operational excellence with exceptional people leadership in a mission-driven environment.

About The Store

In the heart of Middle Tennessee, The Store stands as a testament to the power of community, hope, and dignity. Founded by Brad Paisley and Kimberly Williams-Paisley, The Store has transcended the conventional approach of addressing food insecurity.

The Store is a nonprofit grocery model serving individuals and families experiencing food insecurity, ensuring every neighbor has access to healthy, fresh, and nutritious food in a setting grounded in choice and respect. Through a customer-choice model, shoppers select from a wide range of fresh produce, healthy meats, dairy products, as well as vegetarian, vegan, and gluten-free items, so that every customer finds what they need. Beyond food access, The Store partners with local organizations to provide wraparound services such as counseling, budgeting support, and nutrition education, helping neighbors build long-term stability.

With two locations and plans for continued expansion, The Store is recognized as an innovative leader in dignity-centered food access. Supported by a strong relational culture, trusted data systems, and a solid operational foundation, the organization is now poised to formalize performance systems and strengthen operational rigor to scale responsibly and effectively.

Our Mission: To nourish communities and cultivate hope by providing nutritious food choices and access to supportive services in a dignified, loving environment.

Our Vision: We envision a future where food insecurity is eradicated in our community and access to nutritious food is realized through a model of dignity, love, and community.

Our Values: Love, Dignity, Community, Collaboration, Choice.

Position Overview

Reporting directly to the CEO, the COO will serve as a close strategic thought partner and execution leader. Together, the CEO and COO will form a highly aligned executive team responsible for advancing organizational strategy and ensuring operational excellence.

The COO will:

- Lead all internal operations with full P&L accountability
- Strengthen financial planning, forecasting, and reporting
- Implement and refine organizational goal-setting and performance systems
- Develop clear KPIs and dashboards to support data-informed decision-making
- Optimize supply chain strategy to improve cost-of-goods performance across multiple sites
- Design scalable operational models to support geographic expansion
- Hold direct supervisory responsibility for key leadership roles within the organization, specifically overseeing the Volunteer Director and the Operations Director.

The CEO will increasingly focus on external leadership, fundraising, and long-term vision, while the COO ensures disciplined execution and organizational alignment.

Key Responsibilities

Executive & Strategic Leadership

- Serve as a trusted advisor to the CEO and a collaborative member of the senior leadership team
- Translate strategic priorities into measurable annual operating plans
- Support Board engagement through regular reporting and presentations
- Partner with the Finance Committee on budgeting and financial oversight

Financial & Operational Leadership

- Lead annual budgeting and multi-year financial planning
- Ensure strong fiscal controls, compliance, and transparency

- Oversee monthly financial reporting and variance analysis
- Strengthen forecasting and long-range financial modeling
- Drive financial performance by actively managing key cost drivers, including cost-of-goods, and ensuring alignment between operational decisions and financial outcomes
- Manage vendor relationships with PEO, bookkeeper, and IT.

Systems & Accountability

- Formalize and implement operating systems that clarify goals, roles, and accountability
- Establish dashboards and performance metrics across departments
- Improve cross-functional alignment and reduce operational silos
- Lead change management initiatives with thoughtful communication and buy-in

Sourcing Strategy & Operational Efficiency

- Develop and lead a proactive sourcing strategy that strengthens vendor relationships, expands food donation partnerships, and increases overall food value across the organization
- Actively identify and develop new sourcing channels, partnerships, and opportunities to improve cost-of-goods and extend the impact of the organization's food budget
- Support the development of operational partnerships that enhance mission delivery
- Evaluate and design operational models to support multi-site growth

People & Culture

- Oversee HR strategy, including talent development, performance management, and leadership growth
- Strengthen a culture that balances The Store's values, including dignity and collaboration, with clear expectations and accountability
- Lead with emotional intelligence, cultural competence, and professionalism
- Support leaders in navigating complex conversations with clarity and respect

Candidate Profile

The successful candidate will bring:

- Senior executive leadership experience in a complex operating environment, such as a corporate, multi-site, or large nonprofit organization
- Experience managing a multi-million dollar budget or comparable operational scale
- Strong financial acumen and deep comfort working with financial statements, unit economics, operating metrics, and performance dashboards
- Demonstrated success building systems, processes, and accountability structures that translate strategy into measurable results
- Experience leading organizations through growth, operational scaling, and change

Leadership Competencies

- High emotional intelligence and cultural competence
 - Ability to build trust across staff, board, volunteers, and partners
 - Strong communication and presentation skills
 - Strategic thinking paired with disciplined execution and follow-through
 - Comfort using data and financial insight to guide decisions and drive performance
 - Capacity to challenge constructively while maintaining alignment
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Indicators of Success in the First Year

- A clear and consistent operating framework and leadership cadence is established across the organization
 - Cost-of-goods and food sourcing performance improves measurably, resulting in increased food value and/or reduced per-unit food costs
 - Organizational dashboards and KPIs are implemented and regularly used to guide decision-making
 - Financial planning, forecasting, and reporting processes are strengthened and operating reliably
 - Leadership roles, responsibilities, and performance expectations are clearly defined and aligned
 - Board reporting provides clear financial and operational insight and supports strategic governance
 - Operational systems and processes effectively support continued organizational growth and multi-site expansion
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Compensation and Benefits

The Store offers a competitive starting salary of \$115K for the Chief Operating Officer Position, based on experience, and an excellent employee benefits package.

To Apply

The Store has partnered with ThinkingAhead Executive Search to lead this search. Interested applicants are invited to submit a resume and brief statement of interest to Chris Spagnola, Partner with ThinkingAhead: cspagnola@thinkingahead.com.

The Store is an Equal Opportunity Employer, committed to fostering a diverse and inclusive workplace, and encourages candidates from all backgrounds to apply.