



CHIEF OPERATING OFFICER

POSITION PROFILE



FIND GREAT PEOPLE
TO BUILD GREAT COMPANIES

ABOUT NORTHSIDE DEVELOPMENT GROUP

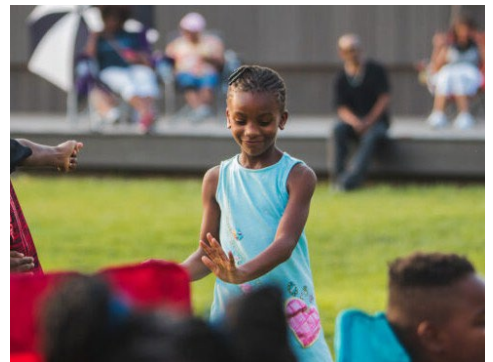
Northside Development Group exists to advance the revitalization of Spartanburg's Northside community by honoring its rich history while expanding opportunities for residents. We work to create a vibrant, mixed-income neighborhood with access to quality housing, economic opportunity, education, recreation, healthcare, and community resources that enable individuals and families to thrive.

At the heart of our work is a simple belief: everyone who wants to call Northside home should have the opportunity to do so. This principle guides every decision we make, from developing mixed-income housing to minimizing displacement and ensuring that longtime residents can share in the neighborhood's progress and prosperity.

Resident leadership is essential to achieving this vision. Through the Northside Voyagers, a resident-led leadership council, community members help shape the future of their neighborhood. Working alongside Northside Development Group and our partners, the Voyagers champion inclusive growth, preserve Northside's unique heritage, and strengthen the community one block at a time. Together, we are building a neighborhood where opportunity is shared, history is honored, and every resident has a voice in creating Northside's future.

SAFE, STRONG, AND THRIVING NEIGHBORHOODS FOR ALL.

We believe every resident deserves the opportunity to live, grow, and succeed in a neighborhood where they feel safe, connected, and valued. Guided by resident leadership, we partner with the Northside community to preserve its history while creating new opportunities through mixed-income housing, quality education, economic mobility, healthy living, and vibrant public spaces. Together, we are building a neighborhood where longtime residents and new neighbors can thrive side by side.



OUR INITIATIVES

THRIVE SPARTANBURG

Thrive Spartanburg is an initiative of the Northside Development Group providing resources and training to surrounding neighborhoods to empower resident-led community transformation. Thrive Spartanburg works to build trust with neighboring communities in the city of Spartanburg and support from community partners by providing development expertise and technical support to implement community transformation plans.



PURPOSE BUILT COMMUNITIES

Northside Development Group is proud to be one of only 30 organizations in the Purpose Built Communities network, a national initiative advancing resident-centered, holistic neighborhood transformation. Through this partnership, we work alongside residents and cross-sector partners to create neighborhoods where every family has access to quality education, stable housing, economic opportunity, and lifelong well-being. Grounded in the belief that place shapes opportunity, we are committed to building a more connected, equitable Northside where all residents can thrive.



OUR PILLARS



MIXED INCOME HOUSING

Develop high-quality, mixed-income housing while preserving affordability and minimizing displacement.



CRADLE TO COLLEGE EDUCATION

Expand access to educational resources and opportunities from early childhood through college and career readiness.



COMMUNITY WELLNESS

Promote resident well-being through access to healthcare, healthy food, mental health support, and community spaces.



ECONOMIC VITALITY

Foster economic mobility by connecting residents to investment, employment, and wealth-building opportunities.

POSITION SUMMARY

The Chief Operating Officer (COO) is the senior operational leader and second-in-command at Northside Development Group (NDG), responsible for translating the organization's mission and strategic vision into day-to-day operational excellence. Reporting directly to the CEO, this role provides oversight of the organization's financial management, operations, and internal systems, while serving as the top leader in the absence of the CEO.

This salaried, exempt position is responsible for overseeing the full spectrum of organizational operations and financial management at NDG. The COO provides strategic leadership across finance, operations, compliance, human resources, and risk management. This position ensures that NDG's four pillars—Mixed Income Housing, Cradle to College Education, Community Wellness, and Economic Vitality—are supported by strong organizational infrastructure and sound financial stewardship.

The COO will champion NDG's values of transparency, integrity, responsiveness, equity, and courage—leading with cultural competency and a deep commitment to resident-led community transformation in the Northside of Spartanburg and beyond.

Reports to: Chief Executive Officer

Located: Spartanburg, SC

RESPONSIBILITIES

Operational Leadership

- Serve as the #2 leader of NDG, acting as top leader in the absence of the CEO.
- Serve as a core member of the NDG Leadership Team in support of mission mobilization and strategic alignment, supervising 4+ director reports
- Translate board-approved strategy and CEO priorities into coordinated operational plans, timelines, and measurable goals.
- Provide strategic oversight of day-to-day operations, ensuring strong execution across all departments and programs.
- Establish and maintain cross-department accountability by setting clear expectations and fostering collaboration.
- Oversee organizational systems and infrastructure, including CRM, financial reporting, and workflow tools, through functional leaders.
- Represent the organization at various community and stakeholder events.
- Other duties as assigned.

RESPONSIBILITIES (CONTINUED)

Talent & Team Development

- Provide day-to-day leadership presence, coaching, and mentoring of staff and volunteers.
- Identify and promote opportunities for professional development, training, and team building.
- Reinforce clarity of roles, responsibilities, and decision-making authority throughout the organization.
- Advance consistency in existing systems for hiring, onboarding, and performance review.
- Foster a culture of continuous feedback, collaboration, and trust aligned to NDG's values.

Finance and Administration

- Lead financial strategy in close partnership with the CEO, including budgeting, forecasting, and long-range financial planning.
- Supervise the finance team, ensuring accuracy and timeliness of all financial processes.
- Maintain all finance systems, processes, and reporting for NDG and related entities.
- Establish and monitor annual budgets, and ensure alignment across the organization's teams and programs.
- Manage the relationship with the accounting firm to ensure timely processing of finance-related deadlines.
- Maintain financial records including, but not limited to, AR/AP, investor pledges, contributions, tax letters, and grant details.
- Manage payroll processing and payroll service provider contract.
- Establish systems and processes to ensure proper financial checks and balances are maintained.
- Manage banking and investment accounts.
- Collaborate with the audit firm for annual audit compliance; serve as the primary organizational liaison to auditors.
- Manage annual and other required document filings on behalf of the organization.
- Collaborate with the human resources contractor on HR needs, including employee relations, benefits, job placement, and promotions.

Risk Management

- Conduct an annual review of property ownership for NDG and other entities.
- Oversee real estate compliance needs, including documentation, payments, and document storage and retention, for NDG and related entities.
- Ensure proper handling of legal documents in coordination with contract legal team.
- Oversee insurance policies, including D&O, property, and liability insurance, and conduct annual insurance audit.
- Manage contract worker logistics, including completed contracts and tax forms.
- Approve invoices for payment.
- Oversee tax compliance for personnel and contract workers (W-4, W-9, I-9, W-2, 1099, quarterly payroll taxes, etc.).
- Ensure strong internal controls, compliance, and risk management practices are consistently executed.

QUALIFICATIONS

Education & Experience

- Bachelor's degree in Accounting, Finance, Business Administration, Nonprofit Management, or a related field required.
- Minimum five to ten years' experience with management-level finance and operations responsibility.
- Minimum three years' experience in a senior leadership role, with demonstrated ability to serve as second-in-command or organizational integrator.
- Minimum three years' experience in human resources management.
- Minimum three to five years of grant management experience.
- High level of cultural competency with demonstrated ability to work with diverse stakeholders.
- Experience working with or in nonprofit organizations required; community development experience strongly preferred.

Skills & Competencies

- Proven financial acumen with experience in nonprofit finance and compliance.
- Deep alignment to the values, mission, and community of NDG and the Northside.
- Culturally proficient approach and understanding of the community NDG works with and serves.
- Proficiency in QuickBooks Online software.
- Ability to manage complex, multi-faceted projects from start to finish with strong attention to detail.
- Entrepreneurial approach and mindset for systems and process creation.
- Strong verbal and written communication skills that demonstrate cultural awareness and competency.
- Aptitude to lead a diverse team and manage diverse stakeholders.
- Affinity for building and maintaining relationships across sectors.
- Strong conflict resolution ability.
- Proficient in Microsoft Office Suite.
- Adept technical skills to troubleshoot and adapt to various organizational systems.

COMPENSATION

The starting salary is \$100,000 and will be commensurate with experience. The salary will be complemented by a comprehensive benefits package.

TO APPLY

Interested candidates are asked to apply through the Find Great People posting at <https://www.fgp.com/jobs/chief-operating-officer-52349>. FGP will evaluate applications on an ongoing basis throughout the search process.

Candidates may direct questions to Anne Tyler Edgar with Find Great People at aedgar@fgp.com.

ABOUT SPARTANBURG, SC

Located in the heart of SC's Upstate region, Spartanburg is a vibrant and growing community that offers the perfect blend of economic opportunity, educational excellence, cultural richness, and exceptional quality of life. Conveniently situated along the I-85 corridor between Charlotte and Atlanta, Spartanburg provides easy access to major metropolitan centers while maintaining the welcoming atmosphere and affordability of a close-knit community.



Spartanburg is one of the fastest-growing areas in the Southeast and has earned national recognition as a hub for advanced manufacturing, logistics, automotive innovation, and international business, anchored by major employers such as BMW Manufacturing and a diverse network of global companies.



Education is a cornerstone of the Spartanburg community, with strong public school districts, diverse private and charter school options, and a collaborative commitment to student success and workforce readiness. The region also benefits from a robust higher education presence, including Wofford College, Converse University, and the USC Upstate, creating a culture of lifelong learning and supporting the area's continued economic growth and talent development.

Spartanburg also boasts a thriving arts and cultural scene, featuring organizations such as the Chapman Cultural Center, Hub City Writers Project, multiple museums, galleries, theaters, music venues, and a year-round calendar of festivals and community events. Residents enjoy a vibrant downtown, award-winning restaurants, outdoor recreation opportunities, extensive trail systems, historic neighborhoods, and a strong sense of community engagement. Combining economic vitality, educational resources, cultural attractions, and Southern hospitality, Spartanburg offers an outstanding place to live, work, and make a meaningful impact.

Spartanburg enjoys a mild, four-season climate that allows residents to take advantage of outdoor activities year-round. The region experiences warm summers, comfortable spring and fall seasons, and generally mild winters with only occasional snowfall. This favorable weather supports an active lifestyle and provides easy access to the area's many parks, trails, golf courses, lakes, and outdoor gathering spaces. With the Blue Ridge Mountains just a short drive away and SC's beaches accessible within a few hours, Spartanburg offers residents the opportunity to enjoy a wide variety of recreational and travel experiences throughout the year.

Sources:

<https://www.experiencespartanburg.com/>