



Position Profile  
**Chief Operating Officer**  
Washington, D.C.



Manna, Inc. seeks a highly qualified and motivated Chief Operating Officer to lead the people management and system management for the organization. The COO should be exceptionally experienced in operations and planning.

**About Manna, Inc.**

Manna, Inc. is a nonprofit developer of affordable rental and ownership housing, a condominium and homeowner association manager, and a HUD approved housing counseling agency, currently operating in the District of Columbia and Maryland. We are also a NeighborWorks network organization. Since its founding in 1982, Manna has invested over \$350 million in District of Columbia neighborhoods to create affordable rental and owner-occupied housing and have helped over 2,000 low- and moderate-income households become homeowners. Its portfolio includes both ownership, preservation, and multifamily affordable rental units.

Manna's approach is to perform development functions in-house through its development staff, sales and marketing, and homebuyer education and counseling teams. Manna has a few joint venture arrangements with other development companies. Manna Homes has a total staff of 20 and an annual budget of \$4M. For more information, see <https://www.mannahomes.org/>.

**The Position**

Manna seeks a Chief Operating Officer (COO) who will report to and work closely with the President and CEO. The COO is member of the executive management team working closely with the CFO and overseeing other Manna departments and functions. The COO will also be a liaison along with the CEO to the NeighborWorks America Relationship Manager and staff.

The COO will have supervisory, management and reporting responsibilities of the operational capabilities, activities and professional or technical needs of fund development, facilities management, and housing counseling services and education.

This position requires strategic capabilities, foresight, and strong social intelligence to build relationships at various levels. Strong candidates will have strong verbal and written communication skills, time management, and project management skills with the ability to juggle multiple responsibilities effectively to meet organizational objectives. Ideal candidates will have experience in affordable housing or homeownership, financial acumen, human resource management, and ability to partner with CEO to implement the vision and strategic priorities for the organization.

**Roles and Responsibilities**

The COO will be responsible for the strategic planning for Manna, Inc., including spearheading and enhancing the implementation of strategic plan. The COO will also serve as staff liaison to the Board of Directors including board briefings and development of the bi-monthly board book. The COO will have primary responsibility for operations, compliance and contract administration.

The COO will:

- Leading the strategic implementation process to deliver against organizational financial targets,
- Build an infrastructure that can successfully scale for growth; plan, develop, and implement strategies to increase revenue and strategic partnerships
- Identify and leverage funding opportunities as well as support new business activities
- Builds a culture that is connected to results; collects and leverages data to design and implement strategies

- Directly implements strategies to remain best in market with service excellence and client satisfaction
- Oversee operations to ensure labor efficiency, quality, service, and customer and client satisfaction/retention
- Achieve the vision and mission of the organization and ensure alignment with financial and operational goals
- Respond to staff's administrative needs and technical needs including paid time off requests
- Update and manage personnel manual, policies, and procedures for the organization
- Manage IT and other external operational systems and functions
- Ensure practices and objectives established by the organization are executed effectively and remain in compliance with all applicable laws and regulations.
- Oversee and supervise grants
- Oversee and manage reports to NeighborWorks America
- Maintain compliance with federal, and District of Columbia regulations and laws

### **Experience and Attributes**

The COO must possess unquestionable integrity, credibility, character, and demonstrated high moral and ethical behavior, along with:

- 7+ years of progressive leadership experience focused on operational or strategic management
- Extensive client relations experience
- Proven record of managing and scaling strategic initiatives
- Proficiency in managing budgets and fundraising
- Demonstrated adeptness for leading teams at the senior leadership level, to lead, empower and grow a team
- Outstanding interpersonal and relationship building skills, including the ability to inspire, influence, and motivate a broad range of diverse teams and clients
- Strong financial acumen
- Track record of effectively implementing a strategic plan by establish metrics for each department, and meeting benchmarks set forth
- Excellent communication skills both written and verbal; listens to others and values their contributions
- Unwavering commitment to diversity, equity, and inclusion
- Bachelor's Degree (Master's degree preferred)

Compensation will be \$120,000 - \$140,000 commensurate with experience. Benefits include Medical, Dental, and Vision Insurance; Life Insurance; Disability Insurance; a 401K and FSA

### **Application Instructions**

To apply, please send a cover letter that describes your qualifications compared to the position's requirements, and a chronological resume to [Manna@dragonflycentral.org](mailto:Manna@dragonflycentral.org) . For all other inquiries, contact Ginna Goodenow at [Ginna@dragonflycentral.org](mailto:Ginna@dragonflycentral.org) . Resume review begins immediately.

***Manna Inc. is an equal opportunity employer.***

*We change lives, neighborhoods, and history.*

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