



ONE PURSE

empowering dreams

Chief Operating Officer / Integrator

Status: **Full-time Exempt**

Reports to: **CEO**

One Purse, an Orlando, FL-based nonprofit organization that empowers women reclaiming their lives after domestic abuse and trafficking, is seeking an experienced and hands-on **Chief Operating Officer (COO)**. One Purse operates at the intersection of mission and marketplace, integrating multi-channel e-commerce, donor engagement, warehouse operations, and scholarship programming to generate both revenue and restorative impact.

One Purse is entering its next phase of intentional, strategic growth. The organization projects total revenue will exceed \$3 million annually within three years while increasing revenue earned from its e-commerce resale model from 13% to 25% of total revenue between 2026 and 2028. This shift toward greater financial sustainability requires strengthened operational leadership to support scale.

The role reports directly to the Founder & CEO who reports to the Board of Directors and requires a variety of skillsets providing an exciting opportunity to significantly influence the growth and impact of the organization. The COO will translate vision into disciplined execution, align cross-functional teams, build systems and accountability structures, and serve as the operational authority that enables the CEO to lead in a visionary capacity while reducing day-to-day operational load.

One Purse offers a friendly work environment, centrally-located offices, professional development opportunities and the ability to participate in a purpose-filled mission that directly serves vulnerable women on their journey to wholeness and economic freedom.

Key Responsibilities:

- Provide enterprise-wide operational leadership, aligning revenue generation, donor engagement, program delivery, and e-commerce execution into a unified performance model.
- Oversee end-to-end operational workflows from donor intake through resale, fulfillment, and impact reporting, ensuring efficiency, predictability, and excellence across warehouse, inventory, and multi-channel e-commerce systems.
- Align cross-functional teams, build systems and accountability structures, and identify process gaps that slow execution or create compliance risk.

- Lead quarterly and annual planning processes; run the weekly leadership meeting; and drive disciplined execution with a target of 90% or greater Rock/Priorities completion while increasing execution velocity and systematically reducing project backlog.
- Establish and maintain KPI dashboards that create consistent performance transparency across all functions, monitor progress on strategic initiatives, and reduce project cycle time from initiative to implementation.
- Strengthen clarity around roles, decision-making, and accountability across teams to support aligned and effective execution.
- Ensure strategic priorities, financial performance, and cross-functional initiatives are properly sequenced, resourced, and executed with discipline.
- Provide consistent coaching and support to Directors and senior staff, strengthening leadership capability and reinforcing a culture of ownership, accountability, and excellence.
- Nurture a healthy culture by embracing, modeling and reinforcing organizational values among all team members, including program staff, leadership, contractors and volunteers.
- Clarify roles, responsibilities, and expectations to strengthen team alignment, reduce ambiguity, and empower staff to lead within their areas of ownership.
- Partner with the CEO and finance staff to manage budget, financial reporting, and forecasting, as needed.
- Support the strategic shift toward increased earned revenue by building the operational foundation that enables continued e-commerce growth and long-term revenue diversification.
- Serve as the operational lens on legal compliance, ensuring policies, contracts, and processes meet applicable regulatory requirements.

Position Requirements:

1. Bachelor's degree in business administration, operations, nonprofit management, or a related field.
2. Seven to ten years of senior operational leadership experience as a COO, Integrator, VP of Operations, or equivalent.
3. Demonstrated success scaling founder-led or entrepreneurial organizations into structured, accountable institutions.
4. Strong technical skills and a proven ability to build KPI dashboards, performance frameworks, and operational processes from the ground up.
5. Strong systems-thinking skills with the ability to see across functions, identify root causes, and design scalable structures that support long-term growth.
6. High emotional maturity and confidence leading strong, mission-driven professionals across diverse functions.
7. Financial literacy and comfort with data-driven decision-making and budget oversight
8. Master's degree preferred.
9. Experience with multi-channel e-commerce, logistics, product-based operations, or warehouse management preferred.
10. Familiarity with EOS (Entrepreneurial Operating System) or similar management frameworks preferred.
11. Background in nonprofit or mission-driven organizations preferred.

Competencies Required:

- **Strategic and Systems Thinking**
Sees across functions, identifies root causes, and designs scalable structures that turn long-term vision into clear operational priorities.
- **Execution and Accountability**
Builds practical systems, performance measures, and ownership structures that keep priorities moving and make progress visible.
- **Decision-Making in Ambiguity**
Anticipates challenges, addresses issues early, and moves work forward with sound judgment even when information is incomplete.
- **People Leadership and Team Development**
Leads with clarity and care, sets high standards, builds trust, and helps leaders succeed within their areas of ownership.
- **Financial and Operational Acumen**
Uses data, financial information, and operating measures to guide decisions, improve performance, and support sustainable growth.

Please note: This job description was designed as a summary of the typical function of the job and is not a comprehensive list of all possible job responsibilities. The tasks and duties might differ from those outlined above, and other duties, as assigned, may be part of the job.

Compensation Plan:

- Base Salary \$110,000 - \$125,000, commensurate with experience
- Benefits include: Employee Dental, Vision, Short and Long-Term Disability, and Life Insurance
- Flex PTO time with approval

To be considered for this immediate opening, please send your cover letter, resume, and salary requirements to hradmin@onepurse.org.



Mission, Purpose, Vision, Values

MISSION

We empower women reclaiming their lives after domestic abuse and trafficking by offering transformative resources and opportunities to pursue wholeness and build financial independence.

PURPOSE

In collaboration with strategic partners, One Purse offers employment in our innovative e-commerce purse shop, educational scholarships and empowerment programs to women in our community and nationwide.

VISION

Every woman overcoming domestic abuse and trafficking has access to resources and opportunities to eliminate barriers to economic freedom, break generational cycles, and wholeheartedly pursue their dreams.

VALUES

Lead with love - for self and others

Serve all with dignity and respect

Celebrate beauty refined through brokenness

Do hard things with grace and perseverance

Remain steadfast in faith, gratitude and humility

Collaborate for hope and freedom

Steward all resources with diligence, excellence and professionalism

One Purse
213 N. Mills Ave.
Orlando, FL 32801
Onepurse.org