



# PARKES

PHILANTHROPY



Chief Operating Officer  
**Parkes Philanthropy**

Connect.  
Collaborate.  
Innovate.



## Chief Operating Officer

### ABOUT PARKES PHILANTHROPY

Parkes Philanthropy is a social impact consulting firm dedicated to equipping constituents with the ideas, resources, and support they need to positively impact the world. Parkes Philanthropy works with nonprofit organizations and businesses looking to create or enhance their social impact strategy, and individuals looking to engage strategically in the social sector. Our vision is to empower any constituent seeking to create positive change.

With over 60+ years of combined experience in the social sector, the backbone of Parkes Philanthropy is our talented Consultants, a collective of dynamic individuals who have each demonstrated the commitment and ability to create change through a lifelong career dedicated to positive social impact.

We are an Equal Employment Opportunity (“EEO”) Employer. It has been and will continue to be a fundamental policy of Parkes Philanthropy not to discriminate on the basis of race, color, creed, religion, gender, gender identity, pregnancy, marital status, partnership status, domestic violence victim status, sexual orientation, age, national origin, alienage or citizenship status, veteran or military status, disability, medical condition, genetic information, caregiver status, unemployment status or any other characteristic prohibited by federal, state and/or local laws. This policy applies to all aspects of employment.

### THE OPPORTUNITY

Parkes Philanthropy launched in June of 2020, in the midst of the COVID-19 pandemic, with the goal of empowering others to continue to do good in their communities.

Since our inception, we have built a freelance team of fourteen Consultants, have served a variety of nonprofits and businesses in growing their impact through fundraising and CSR, including Caring Across Generations, Jump450 Media, Teens of Color Abroad, and Kids4Peace Boston.

We are seeking a founding member and COO to help take our organization to the next level. This individual will collaborate closely with the CEO to both craft and execute a vision for Parkes Philanthropy. Our ideal candidate is a visionary looking to invest in a growing social impact firm for the long term.

### WHAT YOU’LL DO

#### Leadership

- Collaborate and provide support in a one-on-one working relationship with CEO
  - Communicate directly, and on behalf of the CEO, with Clients, Consultants, Interns, and other stakeholders and team members
  - Work closely with the CEO to keep him well informed of commitments and responsibilities, following up appropriately; have a sense for the issues taking place in the environment



- Participate as a member of the Leadership Team including assisting in scheduling meetings and attending all team meetings
- Provide leadership to build relationships crucial to the success of the organization
- Manage a variety of special projects for the leadership team
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the company.
- Demonstrate leadership to maintain credibility, trust and support with senior management staff

#### Staff and HR

- Consultant Engagement and Satisfaction
  - Organize and prepare for Consultant monthly calls
  - Create and send monthly Consultant newsletters
  - Check in regularly with Consultants on active projects to identify any support needs; manage frustrations, complaints, or interpersonal challenges
  - Regularly gauge Consultant satisfaction through surveys, personal check ins, etc.
- Consultant Management
  - Provide Consultants feedback after the completion of a project
    - Dismiss underperforming Consultants
    - Provide new, engaging opportunities for high performing Consultants to ensure retention
  - Maintain up to date knowledge of Consultant capacity for new projects
  - Maintain a robust understanding of the specific skills needed to work on a project, and Consultant's matching skills or lack thereof
- Recruitment and Hiring
  - Identify and recruit new Consultants on an ongoing basis with an eye towards diversity and inclusion
  - Manage the interview and onboarding process for new Consultants
- Interns
  - Manage intern recruitment process
  - Oversee social media to ensure high quality content
  - Ensure high quality intern program with high satisfaction rates
  - Distribute and monitor intern demographic survey

#### Operations and Quality Assurance

- Quality Assurance
  - Reports
    - Ensure all Consultant bi-weekly reports are submitted and have robust detail; follow up with any Consultants who do not submit or any that need additional content
    - Review bi-weekly reports and schedule follow ups with Consultants as needed for more information or to address any red flags
    - Monitor Basecamp timelines to identify any areas of risk
  - Financial
    - Collaborate with CEO to approve invoices on a monthly basis
- Legal



- Maintain up to date knowledge of legal requirements around fundraising contracts and advise Director of Partnerships and CEO of contract and prospect implications during sales and contract negotiations
- Ensure all contracts, invoices, 1099s, W-9s, and other paperwork are appropriately filed in Google Drive
- Operations
  - Create and/or supervise creation of new resources for Consultant usage based on feedback and proactive needs identification
    - Templatize and keep organized all resources created by Consultants in Google Drive
    - Ensure all high value collateral is migrated from Basecamp to Google Drive upon Project Completion
  - Regularly identify new products, tools, or other ways to streamline operations; propose to CEO and oversee implementation
  - Oversee quarterly external newsletter development in collaboration with CEO
  - Set up Basecamp project boards with SOP timeline included and Google Drive for all new projects

#### Sales

- Support pitches specific to recruitment or when client is interested in our staffing specifically
- Ensure that there is adequate staffing to accommodate incoming clients; have robust pipeline ready to onboard new Consultants for incoming projects as necessary
  - Collaborate weekly proactively with Director of Partnerships and CEO to see what is coming down pipeline
- Occasionally support nonprofit or CSR sales pitches at high volume times on calls
  - Support preparation of pitch materials and proposals by making recommendations on appropriate team in collaboration with Consultants if needed

#### QUALIFICATIONS

- 5+ years in the social impact sector (nonprofit, CSR, etc.)
- Demonstrated commitment to social impact work
- 3+ years of experience managing a team
- 3+ years of project management experience
- Demonstrated ability to improve client and/or team satisfaction
- Prior COO or senior management experience preferred
- Prior startup experience preferred

#### TECHNICAL EXPERIENCE

- Google Drive
- Google Docs, including complex Google Forms and robust knowledge of leveraging Excel/Spreadsheets to drive data insights
- BaseCamp
- Fundraising platforms, databases, and online tools
- Adobe
- WordPress experienced preferred



## **WHO YOU ARE**

The COO must be creative and enjoy working within a small, entrepreneurial environment that is mission-driven, results-driven and community oriented. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The COO will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

- Flexible and adaptable
- Deadline and goal oriented
- Self-motivated
- Collaborative
- Passion for social impact
- People person
- Strong follow through; ability to execute on a vision
- Reliable and even keel

## **COMPENSATION**

Parkes Philanthropy is an LLC. The Chief Operating Officer will receive equity and be compensated based on business profits as an owner of the company. The COO also has the option to receive retainer compensation as project lead on high-valued consulting contracts.

## **HOW TO APPLY**

Please email your resume, two references, and a cover letter that addresses your qualifications and long term commitment to and interest in Parkes Philanthropy to Brandon Parkes at [brandon@parkesphilanthropy.com](mailto:brandon@parkesphilanthropy.com) and CC Anna Fuselier at [anna@parkesphilanthropy.com](mailto:anna@parkesphilanthropy.com) with the subject line Parkes Philanthropy – COO.