



CHIEF OPERATING OFFICER

The Chief Operating Officer (COO) will join the executive leadership team with the joint goal of reintroducing Japan Society for the global era in our second century of promoting mutual understanding between the United States and Japan through innovative programs in arts and culture, public policy, business, language and education. We seek an innovative and hands-on executive as a COO to work closely with the executive team to provide leadership in the strategic direction of the organization, both internally and externally.

The COO will be responsible for leading key internal operations including Human Resources, IT strategy and vendor management. He/she will also be responsible for the development and sponsorship of a performance-based culture, working across teams and functions within the institution to transform the vision for the next five years into a reality. The COO must be a leader who is able to work seamlessly and selflessly with colleagues to deliver measurable results on new initiatives by increasing organizational productivity and collaboration.

The COO will also be involved in key external strategic initiatives, including augmentation of the organization's branding and reach. He/she must be able to represent the organization's interests publicly and forge partnerships with key external stakeholders.

By design, this role creates an instrumental bridge between the CEO's visionary goals for the future of the institution and the CFO's fiduciary responsibilities to keep the organization within its fiscal means. In short, the COO will be integral to realization of Japan Society's vision, while keeping prudent sight of its people and mission.

The core areas of responsibility for this role include:

- **Strategic Planning & Execution:**
 - As part of the executive team, establish key strategic priorities for the next five years to elevate the organization's internal efficiency and external profile;
 - Take lead responsibility over operationalizing and communicating strategy in close partnership with the CEO's Chief of Staff.
- **Board Development and Relations:**
 - Coordinate communications with the Board and in collaboration with the CFO, prepare materials, reports and financial briefings for Board meetings with a focus on delivery of a 5-year strategic growth plan.
- **Human Resources and Technology:**
 - Build and lead a strategic "people first" approach to human resources management, including oversight of talent acquisition, talent management, performance metrics, training, compensation and benefits best practices and company culture;
 - Analyze the current technology infrastructure and scope out the next level of IT, HR and financial systems that support the growth plans of the organization;
 - Partner with the CFO to tie annual budgeting and forecasting to the strategic goals of the organization with a particular focus on headcount cost and program effectiveness;
 - Manage relationships with external legal counsel and key vendors;

- **Leadership:**
 - Oversee and supervise staff members across Human Resources, IT and Administration departments;
 - Lead, motivate, and mentor staff, and maintain excellent collaborative working relations with program staff, recognizing that effective programs are the key to Japan Society's success;
 - The COO should be the first person to step forward when difficult conversations are required, but must simultaneously be a trusted colleague with whom staff at all levels feel comfortable sharing concerns and confidential information.

The Ideal Candidate

The ideal candidate will be an active, hands-on leader and team-builder with outstanding managerial, communication, listening and relationship-building skills. The COO must have a proven track record in strategic planning, managing teams, building relationships at senior levels, and achieving measurable results in a commercially-oriented organization. The COO must have a highly collaborative approach to facilitate working across all internal units of Japan Society and the executive staff, an ability to build respect and trust among external stakeholders, a deep commitment to the Society's mission, and an unwavering desire to serve as an ambassador of the Society.

Qualifications:

- Bachelors degree or higher, and a minimum of ten years senior-level managerial experience with expertise in strategic planning, senior stakeholder engagement, strategic human resources management, budget planning and responsibility, and team management;
- Demonstrated ability to drive key strategic and operational initiatives that lead to organizational growth, stability and longevity;
- Knowledge and experience in strategic relationship building and deal closing in one or more of the following contexts: fundraising, business development and executive recruitment.
- Prior experience in a non-profit institution required
- Demonstrated ability to network and build external relationships;
- Must be a decisive and trustworthy leader who shares credit in success and takes responsibility for failures;
- Ability to manage staff, including providing constructive feedback and having difficult conversations, and collaborate effectively with a diverse range of internal and external partners;
- Expertise in directing key operational aspects of human resources management, including benefits and payroll, employee relations, recruitment best practices, performance management, immigration/visa sponsorship and professional development/training; experience managing human resources and administrative teams;
- Superior written and verbal communication skills. Excellent interpersonal skills essential;
- Willing and able to travel domestically and internationally;
- Knowledge of Japanese business etiquette, language, customs and culture, and international issues highly desirable; experience working for or with Japanese-style organizations and colleagues in a Japanese business setting is essential.

To Apply: All applicants must email their resume and a cover letter to the Director of Human Resources at jobs@japansociety.org. Resumes submitted without a cover letter will not be considered.