



LEADERSHIP PROFILE

**Executive Vice President & COO
Atlanta, GA**



disrupting: poverty.
empowering: inclusion.

"True power in this world comes from economic independence. Nobody can give it to you – you must gain it yourself."

-John Hope Bryant

THE OPPORTUNITY

Sixty-three percent of middle-income Americans say they're unable to afford a \$500 car repair or a \$1,000 emergency room bill. Operation HOPE is on a mission to change this. Operation HOPE is a national movement designed to change the trajectory of the disenfranchised.

Operation HOPE is a financial empowerment organization which gives low and moderate-income individuals and communities an actionable pathway into the middle class. A major cause of generational poverty is lack of financial literacy. Operation HOPE addresses this on a global scale through counseling, education, bank referrals, youth empowerment and disaster services. This dynamic, impactful nonprofit organization has grown over 500% in the last five years and is poised for more growth.

Operation HOPE has empowered more than 2.8 million adults and youth with financial literacy and dignity. It has directed over \$3.2 billion in economic activity into vulnerable communities and given individuals the tools and education needed to free themselves from a life of financial dependence and debt.



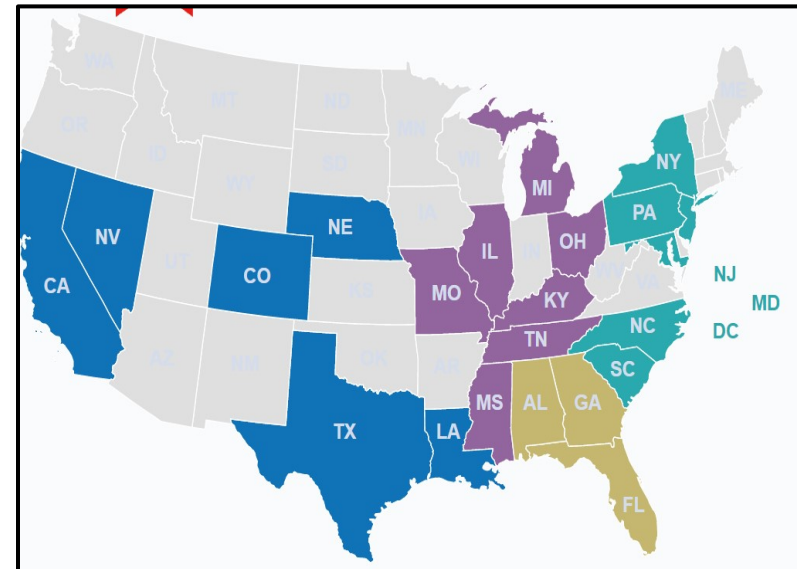


The CEO and Founder of Operation HOPE, John Hope Bryant, is lauded as a “practical idealist” and “positive disrupter” from national and international leaders. He is successfully executing a vision to expand the free enterprise philosophy and create a thriving economy that works for all. The newly named President and Chief Financial Officer of Operation HOPE seeks an Executive Vice President and COO committed to its mission of economic empowerment. This leader will be a thought partner and will scale and manage the execution of this pioneering organization, readying it for the next level of sustained growth and impact.

THE ORGANIZATION

Operation HOPE is on a mission to end the cycle of generational poverty. It is a national nonprofit which runs like a business with a consciousness of service and a heart for the people they serve.

There are several lines of service for Operation HOPE. Its flagship program is [HOPE Inside](#), an award-winning model of community uplift. Financial wellbeing coaches are located inside banks and credit unions and offer one-one coaching sessions and workshops to individuals and communities at no cost to the client.



These coaches are at the front-line of moving individuals out of poverty and into economic self-sufficiency. They focus on increasing credit scores and access to capital through a range of services from credit and money management, youth entrepreneurship to financial disaster recovery.

HOPE inside is currently in 150 locations with commitments to more than 450 new locations. They are on track to accomplish their ambitious goal to have 1000 location commitments by the end of 2020. The organization is also working on a digital platform to extend services to individuals using smart-phone applications.

HOPE Global Forums are a community of events that serve as a call to action: to reimagine the global economy and galvanize thought and action around building an economy that enables the benefits and opportunities of free enterprise to be extended to everyone. Past speakers of the annual Global Forum include Tom Brokaw, Deepak Chopra, and several private and public sector CEO's, foundation and government leaders.



HOPE Research & Impact Institute is the reporting and measurement division of HOPE. It serves as the central body responsible for measuring and evaluating the impacts of HOPE's programmatic services portfolio. It also brings together leading experts in finance, research, academia, and public policy to provide the highest quality research, thought leadership, policy recommendations and analysis on a full range of issues surrounding poverty, financial wellbeing, disaster preparedness and recovery, and economic growth.



THE RESPONSIBILITIES

The Executive Vice President and COO will be a values-driven leader who operates with a sense of urgency. He or she will:

- 1. Provide vision and leadership.** The Executive Vice President and COO will inspire confidence and provide collaborative, forward-thinking leadership, which builds and enhances existing programs for growth and scale, and continuously looks for areas of improvement and greater impact.
- 2. Scale the organization in a sustainable fashion.** The new leader will work with the team to provide innovative methods to expand the reach and accessibility of Operation HOPE programs using technologically savvy and sound business and service models.
- 3. Drive operational integrity.** The Executive Vice President and COO will bring additional structure and process to this fast-growing entrepreneurial environment with clear organizational objectives, accountability for the team, and strategic management of resources. He or she will build a collaborative culture to ensure the organization hits growth and performance targets. The leader will use data to drive accountability and display the ROI of HOPE programs.



4. **Liaise effectively with the founder the Board of Directors and other members of the senior management team.** The Executive Vice President and COO will be an effective intermediary who drives confidence with the staff and partners to reach the ambitious goals of Operation HOPE in a disciplined, collaborative manner.
5. **Inspire, manage and motivate a high performing team.** Operation HOPE has a team of 200 dedicated employees and many long-serving leaders. The Executive Vice President and COO will leverage the passion and expertise of the team to drive greater impact and maintain a team-oriented, empowering culture.

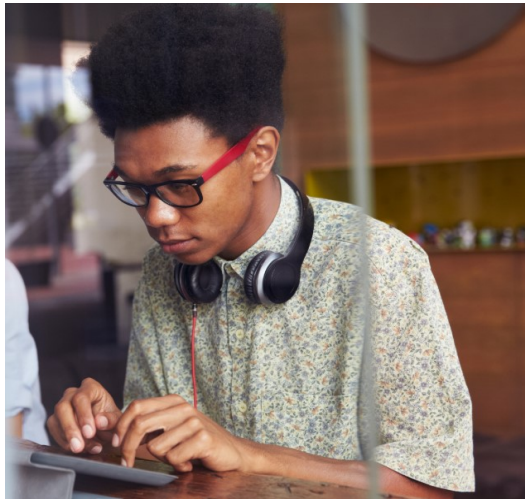
THE CANDIDATE

The ideal candidate will bring experience leading a multi-dimensional, growth-oriented organization. He or she will be committed to the mission of Operation HOPE and excited by the mandate to scale and grow the organization for even greater impact. The ideal candidate will have:

- Passion for the mission of Operation HOPE and a drive to lift disenfranchised individuals and communities into economic self-sufficiency



- Out-of-the-box thinker who can look beyond the existing structure to foster rapid expansion while maintaining financial integrity
- Knowledge of the financial services industry
- A bias for action with a disciplined approach to organizational growth
- Experience running a P&L and managing budgets
- A hands-on style with the ability to motivate and manage a team of high performers in a low-ego, collaborative manner
- Ease and comfort in dealing with national and international leaders across multiple sectors
- Experience leading in a dynamic, complex, results-driven environment with multiple demands



THE RELATIONSHIPS

The Executive Vice President and COO reports to	<ul style="list-style-type: none">• President and Chief Financial Officer
And manages a staff of 150 through five direct reports:	<ul style="list-style-type: none">• EVP, Program Operations• EVP, Director of HOPE Research & Impact Institute• Manager, Digital Programs• SVP, Director of HOPE Ventures• Managing Director, HI Disaster-COVID Response
While stewarding other important relationships, such as	<ul style="list-style-type: none">• EVP Relationship Management, Director of Global Forums• Chief Administrative Officer• Chief Cultural Officer• EVP, HOPE Partnerships• SVP, Director of Marketing Communications• Program partners & collaborators• Current and potential funders• Leaders from across corporate, academic, governmental, educational, health, nonprofit and philanthropic communities



THE LOCATION

Operation HOPE is headquartered in the downtown Atlanta, Georgia. Atlanta is home to over five million residents and considered among the most dynamic metro areas in the U.S. Regularly cited for its livability, Atlanta ranks in the top five cities nationally for Fortune 500 headquarters. It is home to the world's busiest airport and major educational institutions including Emory University, Georgia Tech, Georgia State University and the country's largest consortium of historically black colleges and universities.

**For potential consideration or to suggest a prospect, please email
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or call Crystal Stephens, or Paula Nicholas at
404-BoardWalk (404-262-7392)**

