

Chief Operating Officer

June 2025

Location: Hybrid - Cambridge MA

Job Type: Full-time

Reports to: Executive Director

[Housing Navigator Massachusetts, Inc.](#) (HNMI) is a 501(c)(3) mission-driven non-profit organization dedicated to creating high-quality, actionable listings for affordable (income-restricted) rental properties throughout the state of Massachusetts. Our mission is to connect people to places to call home. As the Commonwealth's gateway to affordable housing, we are committed to ensuring that fairness, accessibility, and equity are embedded in both housing and technology. HNMI collaborates with public sector entities, housing owners and managers, and housing advocates to achieve its goals. We have developed a renter-centered housing search tool, combined with our unique dataset tailored specifically for the income-restricted market, similar to commercial platforms like Zillow or Apartments.com. In addition to this role, our team includes 5 FTEs based in Cambridge, MA and one part-time staff member.

Why This Job Is Important to Housing Navigator MA

Housing Navigator MA is embarking on its next growth phase, exploring and implementing new tech- and data-driven tools to expand housing access and equity. This role ensures the organization is able to rise to meet the moment, strengthening and improving existing processes and adapting to new initiatives.

Position Summary

Housing Navigator MA is seeking a strategic, tech-savvy, and operations-focused Chief Operating Officer (COO) to lead and strengthen internal operations during a period of change and growth. As a key member of the executive leadership team, the COO will be responsible for overseeing and integrating core functions—including Human Resources, Finance and Budget Management, Technology, and Organizational Operations—to drive sustainability, operational excellence, and innovation. The COO will also play a critical role in shaping and executing a technology strategy that aligns with the organization's goals that upholds the highest standards of security and performance.

What you'll do

The Chief Operating Officer (COO) plays a critical role in advancing Housing Navigator MA's mission by partnering with the Executive Director to implement the organization's strategic vision. This senior leadership position ensures the efficiency and effectiveness of daily operations while also guiding cross-functional projects that support affordable housing initiatives, research, and policy advancement. The COO will lead data and research efforts, translating insights into actionable strategies that enhance impact. In addition, they will ensure that operational systems and decisions align with the organization's policy objectives and mission-driven priorities.

The ideal candidate will bring exceptional organizational, communication, and problem-solving skills, along with a deep commitment to housing equity. They will be energized by the opportunity to leverage data and technology to improve access to affordable housing across the Commonwealth.

Key Responsibilities:

Operations Leadership

- Oversee daily internal operations to ensure efficiency, mission alignment, and organizational excellence.
- Develop and implement scalable processes and systems to support growth, project delivery, and collaboration.
- Lead organizational planning and operations strategy in partnership with the CEO.
- Manage vendor relationships, contracts, compliance, and administrative infrastructure.
- Support Board engagement through operational reporting and strategic planning insights.

Technology Oversight

- Develop a comprehensive data governance framework for the Data Exchange Network (DEN) that outlines clear policies guiding how HNMI manages, uses, protects, and shares its data.
- Oversee technology tools and coordinate vendor partnerships in coordination with technical staff.
- Ensure smooth integration of technology into organizational workflows, including CRM, project management, finance systems, and Human Resources tools.
- Partner with product and data teams to align our search tool with organizational goals and user needs.
- Foster a culture of digital literacy, innovation, and responsible use of data and AI across all departments.

Budget & Financial Management

- Lead annual budgeting and multi-year financial planning in collaboration with the CEO and external finance partners.
- Oversee financial reporting, including grant budgets, funder reporting, and compliance with grant requirements.
- Ensure strong fiscal policies, internal controls, and effective cash flow management.
- Manage grant-related financial tracking and reporting to support transparency and accountability.
- Align financial resources with strategic priorities to promote sustainability and organizational growth.

Human Resources & Talent Management

- Lead HR strategy and implementation, including hiring, performance management, and staff development.
- Champion a diverse, inclusive, and values-driven organizational culture.
- Ensure compliant and equitable HR policies, benefits, and employee support systems.
- Partner with managers on team growth, leadership development, and conflict resolution.

Qualifications

- 7–10 years of senior leadership experience in operations, finance, HR, and technology, preferably in a nonprofit or mission-driven setting.
- Bachelor's degree required; Master's degree preferred (e.g., Law, MBA, MPA, MS in Nonprofit Management, Information Systems, or a related field).
- Strong understanding of technology management, systems implementation, and data governance.
- Demonstrated success in building and scaling internal operations to support organizational growth.
- Financial acumen with experience managing nonprofit budgets and financial strategy.
- Deep commitment to equity, inclusion, and continuous improvement.

- Strong leadership, communication, and strategic problem-solving skills.
- Experience working with technical teams or digital tools in a nonprofit or civic tech environment is a plus.

Preferred Skills and Qualifications:

- Experience with nonprofit or government contracts, especially related to technology or the public sector.
- Experience with affordable housing, social impact technology, or digital equity.
- Experience in scaling operations in a startup environment or growing nonprofit.
- Experience in nonprofit funding models and grant management.

Salary range: \$105,000 - \$115,000

We offer a hybrid work environment (two days a week in the office/three remote). You must be able to commute for those two days (currently Monday and Wednesday) to our offices in Kendall Square, Cambridge, MA. This role will additionally require occasional travel within Massachusetts and some in-person work days other than Monday and Wednesday.

How to apply: Please submit your resume, candidate self-screening form, and a cover letter outlining your qualifications and interest in the role to jobs@housingnavigatorma.org.

Housing Navigator Massachusetts, Inc. (HNMI) is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Candidate Self-Screening Form: Chief Operating Officer (COO) Application

Section 1: Basic Information

Complete all sections below.

Item	Response
Applicant Name	
Email Address	
Phone Number	
LinkedIn or Website	
Date of Application	

Section 2: Minimum Qualifications Checklist

Check "Yes" or "No" for each item.

Qualification	Yes	No
7–10 years of senior leadership experience in operations, finance, HR, and technology	<input type="checkbox"/>	<input type="checkbox"/>
Bachelor’s degree completed	<input type="checkbox"/>	<input type="checkbox"/>
Master’s degree (preferred)	<input type="checkbox"/>	<input type="checkbox"/>
Experience in nonprofit or mission-driven organization	<input type="checkbox"/>	<input type="checkbox"/>
Strong understanding of technology systems and data governance	<input type="checkbox"/>	<input type="checkbox"/>
Budget and financial management experience	<input type="checkbox"/>	<input type="checkbox"/>
Human resources and talent management experience	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrated commitment to equity and inclusion	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Skills & Experience

Rate each category on a scale of 1 to 5 (1 = Limited, 5 = Exceptional)

Skill/Area	Rating (1–5)	Examples from Resume
Strategic operations leadership		
Technology oversight and systems integration		
Budgeting and financial strategy		
HR management and team development		
Experience with grant compliance and reporting		
Project management and process improvement		
Vendor/contractor management		
Alignment with housing equity mission		
Experience with cross-functional collaboration teams		

Section 4: Preferred Qualifications

Qualification	Yes	No
Experience in affordable housing or digital equity	<input type="checkbox"/>	<input type="checkbox"/>
Experience with nonprofit/government contracts	<input type="checkbox"/>	<input type="checkbox"/>
Experience scaling operations in a startup or growth-phase organization	<input type="checkbox"/>	<input type="checkbox"/>
Familiarity with civic tech or digital tools in nonprofit/public sector	<input type="checkbox"/>	<input type="checkbox"/>