



INTERNATIONAL ASSOCIATION OF FIRE CHIEFS

POSITION DESCRIPTION

TITLE OF POSITION: Chief Operating Officer/Deputy Executive Director

DEPARTMENT OR OFFICE: Executive Operations

SUPERVISOR'S TITLE: Chief Executive Officer and Executive Director

Job Summary: The Chief Operating Officer/Deputy Executive Director (COO/DED) will serve as a senior executive leader of IAFC, directly supporting the CEO and responsible for translating CEO strategy/direction and Board-approved initiatives into disciplined execution across the organization. The COO/DED is responsible for the internal management of the International Association of Fire Chiefs (IAFC) and many of its programs, in addition to supervision of the association staff. Assumes the CEO/Executive Director role during brief periods of absence and may represent the IAFC leadership at events and programs. The role is designed to strengthen operational effectiveness, internal alignment, and organizational resilience during a period of strategic growth, cultural evolution, and increasing external complexity.

The COO/DED supports the CEO/Executive Director on establishing, evolving, and implementing IAFC programs, policies and procedures; conducts directors' meetings and/or all staff meetings on a regular basis to discuss organizational strategy, projects, policies, and operational issues and concerns. The CEO/DED is also responsible for reviewing and making recommendations relating to requests for new staff additions and reviewing personnel performance evaluations and professional development plans with the directors, responsible for the development, maintenance and oversight of financial and personnel policies.

POSITION RESPONSIBILITIES:

Organizational Planning, Operations & Execution

- Assist the CEO in orchestrating and overseeing day-to-day operations across IAFC departments, ensuring alignment with strategic priorities, policies, and performance expectations
- Collaborate with the CEO/Executive Director on development of organizational strategic plan in alignment with CEO/Executive Director vision and Board of Directors direction, and responsible for executing and monitoring organizational progress against the strategic plan
- Establish and maintain operating rhythms, performance metrics, and cross-functional coordination
- Lead process modernization and operational improvements to increase efficiency, consistency, and service quality

- As needed, support the CEO in reviewing, monitoring, and strengthening organizational financial performance, e.g., operational budget planning, budget execution, revenues lines (membership dues, events, grants) and expenditures, and coordinates with outsourced CFO for financial statements and processes
- Assist the CEO in ensuring that resources are aligned with strategic priorities and operational capacity
- Develop internal (association) and external strategic (stakeholder community) communication plans
- Directly manages and supervises business units and employees as determined by the CEO.

People, Culture & Organizational Health

- Support organizational culture transformation consistent with IAFC's Mission, Vision, and Values, and the CEO's
- Partner with HR leadership to strengthen talent development, performance management, succession planning, and workforce structure
- Foster a collaborative, transparent, and accountable internal culture

Policy, Governance & Board Support

- Recommends and formulates updates to IAFC policies and procedures, and ensures organizational compliance with policies, procedures, and governance standards
- Support the CEO in Board collaboration, communications, and reporting, and assist the CEO with translating Board direction into operational action plans

Member & Program Enablement

- Ensure IAFC's programs, conferences, resources, and member services are operationally strong, scalable, and aligned with member needs
- Support collaboration across programs, conferences, government relations, and communications teams to deliver cohesive member value
- Assist with developing and implementing strategic plans for membership growth

BACKGROUND REQUIREMENTS OF INCUMBENT:

Education: Four-year college degree in public administration, public relations, business management, human resources management, association management, public policy, or related field.

Skills and Abilities: Must have an excellent working knowledge of professional associations and nonprofits, and how to deliver a wide array of quality programs and services to members across the globe. Excellent writing, public speaking, communications and organizational skills are required. Must be well organized, attentive to detail, resourceful, excellent listener, tactful, time efficient, and capable of adhering to tight schedules. Must possess administrative and leadership qualities, negotiating and influencing abilities as well as the ability to recruit, train, develop, direct and supervise staff. Candidate must be technology savvy and committed to lifelong learning. Must be a critical thinker with good problem solving and decision-making abilities.

Relevant Experience: As the IAFC has ample subject matter expertise in the domains

and disciplines relating to firefighting and emergency response, this role is not designed to deepen that expertise within the association, but rather to complement existing expertise by bringing in background, skills, and qualifications from a candidate with diverse, yet relevant, organizational experience.

- Fifteen years aggregate experience demonstrating multiple executive and leadership roles in the following: nonprofits, professional associations, public sector-facing, and mission-driven organizations
- Proven ability to partner effectively with enterprise leadership (CEO, Executive Director or equivalent) and Boards during periods of change, growth, or transformation
- Extensive experience supporting executive leadership and Boards through strategic planning, organizational transformation, and enterprise-level communications.

Supervision Required: This position reports to the CEO/Executive Director (CEO/ED) and requires minimal supervision. General overall guidance and policy strategy is provided by the CEO/ED.

POSITION RELATIONSHIPS:

Association Personnel: Daily staff interaction with association staff members to coordinate activities and accomplish the overall mission, goals and objectives of the association. Deals with sensitive and confidential interactions with staff members regarding performance evaluations and/or operational and personnel issues.

Membership: Daily contact with the membership answering inquiries related to programs in which the IAFC is engaged, as well as IAFC policies adopted. Also provides general advice needed in the "field," makes referrals to members requiring assistance and responds to issues from the members. Due to the sensitive nature of some inquiries, the incumbent must at all times practice a high level of confidentiality, political acumen, diplomacy and tactfulness.

Governing Structure: Regular interface with the IAFC Executive Committee and Board of Directors for inquiries on specific programs and operations in the absence of the CEO/Executive Director or that are specifically within his/her responsibilities and/or area of expertise. Attends all board and Executive Committee meetings contributing to various issues as required.

Public: Public presentations are possible (as assigned by the CEO/Executive Director) representing the IAFC's position on a specific topic. As with the membership, there is also regular interaction with the public responding to inquiries, or individuals who spontaneously stop by association headquarters and request a meeting or tour.

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