

Chief Operating Officer

Jewish Federation of South Palm Beach County

Boca Raton, FL

The Organization

The Jewish Federation of South Palm Beach County is a leading force in a vibrant and rapidly growing Jewish communities in North America. Based in Boca Raton, Florida - one of the most desirable destinations for Jewish life in the United States, the Federation serves a large, diverse, and multi-generational population with significant philanthropic capacity and an expanding vision for communal impact.

JFSPBC is positioned at a pivotal moment of growth and transformation. With philanthropic funds raised approaching \$30 million and a clear trajectory toward even greater scale, the Federation is strengthening its role as the central hub for Jewish life in the region, driving innovation in community engagement, advancing a bold philanthropic agenda, and deepening its impact locally, in Israel, and around the world. Its work spans critical areas including human services, Jewish education, community security, and global Jewish responsibility, all guided by a commitment to excellence, accountability, and meaningful results.

At the heart of this work is a unique 100-acre campus, one of the largest Jewish communal campuses in the country, featuring over two million square feet of residential, educational, and programmatic space. This dynamic ecosystem brings together a network of premier partner agencies, including Jewish Association for Residential Care, Adolph & Rose Levis Jewish Community Center, Ruth & Norman Rales Jewish Family Services, Donna Klein Jewish Academy, Katz Hillel Day School, Katz Yeshiva High School, and Sinai Residences Boca Raton, among others. Together, they form a comprehensive and integrated platform for Jewish life - serving individuals and families at every stage.

Driven by strong professional leadership and deeply engaged lay partners, JFSPBC is not simply sustaining community, it is actively shaping its future. With strategic investments in infrastructure, talent, and systems, the Federation is building a model for what a modern, high-performing Jewish communal organization can be: ambitious in vision, disciplined in execution, and unwavering in its commitment to strengthening Jewish life.

For more information about JFSPBC, go to <https://jewishboca.org/>.

The Position

The Chief Operating Officer (COO) is a senior executive responsible for leading and optimizing the Federation's day-to-day operations across a complex, multi-use campus environment. Reporting to the President & CEO, the COO ensures that all operational functions, including facilities, technology, and security are strategically aligned, efficiently managed, and positioned to support organizational performance, growth, and community impact.

The COO drives operational excellence, consistency, and accountability across the organization, with primary responsibility for campus facilities and operations, information technology, security, and vendor management.

The Position (cont.)

Providing high-level oversight of a dynamic, multi-building campus, the COO serves as the central operational partner to on-campus agencies and stakeholders. This role ensures seamless coordination of shared resources, reliable performance of critical systems, and the delivery of a safe, efficient, and well-managed environment. The COO is accountable for execution, performance, and continuous improvement across all operational functions, while partnering with the Executive and Facilities Board as needed to provide operational insights, strategic guidance, and updates on campus priorities.

Immediate Priorities

- Lead Federation operations with high-level oversight of digital transformation, including implementation, integration, and adoption, while streamlining and optimizing Federation-wide processes.
- Strengthen cross-functional alignment across internal departments, ensuring seamless integration of systems and processes to drive organizational improvement and operational efficiency.
- Provide campus-wide leadership by strengthening collaboration with internal departments and on-campus agencies, serving as a trusted voice for staff, and advancing modernization and digitization initiatives.
- Oversee campus operations and financial stewardship, including management of a \$7–8M budget, contracts, vendors, and facilities to ensure efficient, reliable, and accountable performance.
- Lead and develop staff through effective supervision, clear expectations, and a culture of mutual respect, problem-solving, and continuous improvement.
- Serve as a key liaison and external representative, including staff liaison to the Facilities Corporation Board, and an operational partner to donors, agency heads, and community stakeholders.
- Integrate operations with development and organizational strategy to create a more holistic, aligned, and future-ready campus.
- Assess and align campus priorities by conducting a comprehensive evaluation of campus needs, systems, and infrastructure, and streamlining processes to meet current and future demands.

ROLE OVERVIEW

Enterprise Operational Leadership

- Lead and direct all core operational functions, including Facilities, Information Technology, Security, and Technical Services.
- Ensure the reliability, performance, and continuous improvement of all campus infrastructure, systems, and services.
- Establish operational standards that promote efficiency, consistency, and high-quality service delivery.

Campus Operations & Agency Partnership

- Provide executive oversight of a multi-building campus serving multiple agencies and stakeholders.
- Serve as the primary operational liaison to on-campus partners, ensuring alignment, coordination, and effective shared use of resources.
- Drive a campus environment that is safe, well-maintained, and responsive to evolving organizational and community needs.

Systems, Process & Performance Management

- Design, implement, and continuously improve operational systems, policies, and workflows.
- Establish performance metrics and accountability structures across operational functions.
- Monitor outcomes and proactively address gaps to ensure operational excellence.

Financial & Vendor Management

- Oversee operational budgets with a focus on cost efficiency, transparency, and strategic resource allocation.
- Lead vendor strategy and management, ensuring strong performance, accountability, and long-term value.
- Direct risk management efforts, including insurance coverage and operational risk mitigation.

Executive Leadership & Organizational Alignment

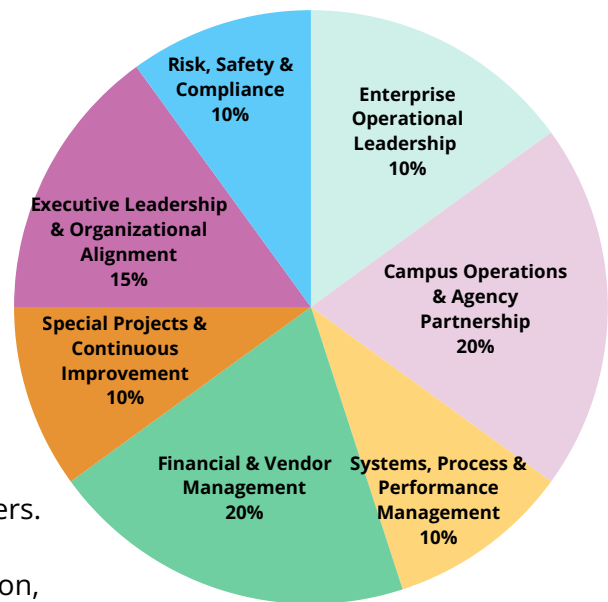
- Partner closely with the President & CEO and senior leadership to align operations with organizational priorities.
- Provide data-driven insights and recommendations to inform decision-making.
- Lead execution of organizational initiatives requiring operational coordination and infrastructure support.

Risk, Safety & Compliance

- Ensure full compliance with applicable laws, regulations, and organizational policies.
- Oversee campus-wide safety, security, and systems integrity.
- Lead proactive risk identification and mitigation to protect people, assets, and operations.

Special Projects & Continuous Improvement

- Lead high-priority operational initiatives and cross-functional projects as assigned.
- Champion a culture of continuous improvement, innovation in operations, and service excellence.



THE IDEAL CANDIDATE

Organizational Savvy Maneuvering comfortably through complex policy, process, and people related organizational dynamics.	Financial Acumen Interpreting and applying understanding of key financial indicators to make better decisions.	Operational Insight Applying knowledge of business and the operating environment to advance the organization's goals.
Demonstrates Self-Awareness Using a combination of feedback and reflection to gain insight into personal strengths and weaknesses.	Manages Complexity Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.	Communicates Effectively Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.

Additional Qualifications

- Senior-level operational leader with demonstrated authority to make complex decisions while serving as a trusted partner to the CEO.
- Strong financial savvy with experience overseeing budgets, financial controls, contracts, leases, and resource allocation; ensures checks and balances and compliance.
- Proven ability to supervise, develop, and hold accountable high-performing, cross-functional teams across multiple departments.
- Experience managing large, complex, multi-building or multidisciplinary campus environments (e.g., schools, museums, nonprofits, healthcare, or higher education).
- Demonstrated experience in complex property management and large-scale operations, including country clubs, golf clubs, or similar membership-based or hospitality-driven environments.
- Demonstrated success working with Boards, committees, and lay leaders; understands nonprofit governance and decision-making dynamics.
- Deep understanding of nonprofit operations with the ability to balance mission-driven values and strong business discipline.
- Skilled relationship-builder able to collaborate effectively across departments, stakeholders, vendors, and community partners.
- Ability to see the big picture, manage complexity, and align operations with long-term organizational goals.
- Technologically fluent with experience overseeing technology infrastructure, systems, and vendor-managed services.
- Strong experience managing vendors, reviewing contracts, and ensuring performance, compliance, and value—no rubber-stamp approvals.
- Deep commitment to hospitality and service excellence, ensuring that staff, visitors, and stakeholders feel welcomed and cared for from the moment they arrive.
- Demonstrates nuance, patience, honesty, and cultural understanding, including familiarity with Jewish communal life and operational implications of religious and cultural practices.
- Experience in CCRC (Continuing Care Retirement Communities) and healthcare environments preferred.
- Master's Degree in relevant subject matters preferred.

WHO WE ARE

Work Environment

Currently, the Jewish Federation operates on a hybrid schedule with four days in the office and Fridays working remotely.

Our Commitment to Diversity, Equity, & Inclusion

The Jewish Federation of South Palm Beach County is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

COMPENSATION AND BENEFITS

Salary

Competitive Salary

Benefits

- Comprehensive benefits including medical, dental and vision Life, AD&D, Short- and Long-Term Disability Insurance Ability to participate in the HRA and 401k (4% employer match)
- Voluntary Long Term Care Insurance, Allstate products and prepaid legal plan Employer Provided Employee Assistance Program (EAP)
- Unlimited vacation, 12 sick days, and all National/Jewish holidays
- Tuition discounts for Jewish day schools on campus and Jewish day camps
- Potential Discretionary Bonus

TIMELINE AND NEXT STEPS

If you are interested in this position, please [click here](#). All applicants will receive an email confirming receipt of their application.

We encourage candidates of all backgrounds to apply even if you do not meet all of the qualifications outlined above. If you are selected to move forward for an initial screening call, we expect you to hear from us by early June.

Sarah Raful Whinston
Partner
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[Submit an application](#)