



VP OF OPERATIONS

CINCINNATI, OH

ABOUT THE COMPANY

People Working Cooperatively (PWC) performs whole house and critical home repairs and services so that low-income homeowners can remain in their homes living independently and healthier in a safe, sound environment.

For fifty years, PWC has been strengthening our communities by providing critical home repairs, energy conservation, and accessibility modification services in an effort to help residents remain independent and healthy in their homes. PWC proudly performs more than 8,000 services for eligible homeowners each year, whose typical income is just \$14,000 a year. Often, these individuals face challenges due to illness, disability, job loss or other circumstances.

PWC is supported by a robust group of more than 130 licensed, professionally trained staff members and administrative personnel. In addition, PWC boasts a dedicated corps of 3,500+ volunteers making it one of the largest volunteer corps in the region. Together, PWC volunteers and skilled staff are in more than 4,500 homes annually assisting nearly 9,000 individuals in southwestern Ohio, northern Kentucky and southeast Indiana.

THE OPPORTUNITY

- Do you want to lead a mission-driven operation that keeps thousands of vulnerable homeowners safe and independent each year?
- Are you ready to lead and grow a large team of skilled trades professionals delivering whole house and critical home repair services?
- Are you interested in a visible leadership role helping expand housing stability across the region?



WHAT YOU'LL BE DOING

Reporting to the President of the People Working Cooperatively, the Vice President of Operations provides strategic and operational leadership. This executive oversees a workforce of approximately 100 skilled trades professionals and operational leaders, ensuring safe, efficient, and high-quality service delivery. The Vice President serves as a visible ambassador for the organization, working with clients, community leaders, funders, and public officials to advance the agency's mission and scale its impact.

This role directly improves the safety, stability, and dignity of vulnerable homeowners by ensuring efficient delivery of high-quality home repair services. The Vice President of Operations plays a critical role in scaling the organization's impact and strengthening communities.

WHAT YOU'LL BE DOING, CONTINUED

STRATEGIC GROWTH & ORGANIZATIONAL SCALING

- Develop and execute operational strategies that support organizational growth and expanded service capacity.
- Identify opportunities to scale services while maintaining quality and mission alignment.
- Lead process improvement initiatives to increase efficiency and reduce costs.
- Leverage technology and data systems to improve service delivery and tracking.

OPERATIONAL LEADERSHIP & SERVICE DELIVERY

- Provide executive oversight of all home repair and construction operations.
- Lead and support directors, managers, and skilled trades teams including electricians, plumbers, HVAC technicians, carpenters, and general crew members.
- Ensure projects are completed safely, on time, within scope, and to quality standards.
- Implement best practices in construction management, scheduling, and workflow efficiency.
- Maintain compliance with building codes, safety regulations, and licensing requirements.

FINANCIAL STEWARDSHIP & BUDGET OVERSIGHT

- Develop, manage, and monitor operational budgets, including labor, materials, equipment, and fleet.
- Implement cost controls and forecasting practices to ensure fiscal sustainability.
- Partner with finance leadership on long-term capital planning and funding alignment.

PERFORMANCE METRICS & ACCOUNTABILITY

- Establish and monitor key performance indicators (KPIs) related to productivity, quality, safety, client satisfaction, and cost efficiency.
- Use data to drive continuous improvement and operational decision-making.
- Produce regular operational reports for executive leadership and the Board.

EXTERNAL RELATIONS & COMMUNITY ENGAGEMENT

- Serve as a front-facing leader representing the organization to clients, community partners, funders, and government officials.
- Support public funding initiatives, advocacy efforts, and community partnerships.
- Participate in meetings with municipal leaders, housing coalitions, and stakeholders to advance housing stability initiatives.

WORKFORCE LEADERSHIP & CULTURE

- Promote a culture of safety, respect, accountability, and mission alignment.
- Support workforce development, training, and career pathways within the skilled trades.
- Ensure equitable workload distribution and strong team morale.
- Partner with HR to support recruitment, retention, and labor compliance.

IDEAL CANDIDATE QUALIFICATIONS AND EXPERIENCE

This role requires a hands-on operations leader with a strong foundation in residential construction or housing rehabilitation, experience leading complex field-based teams and operational functions, and the ability to communicate effectively with staff, executives, and board members while driving efficient, high-impact program delivery.



- Bachelor's degree in Construction Management, Engineering, Business Administration, or a related field (or equivalent experience).
- 10+ years of progressive leadership experience in construction, facilities operations, housing rehabilitation, or a related field.
- Experience leading large, multi-disciplinary teams, including skilled trades and field-based staff.
- Demonstrated expertise overseeing budgets, operational planning, and complex project portfolios.
- Strong knowledge of construction practices, safety standards, and regulatory compliance.
- Experience working with publicly funded programs and navigating associated compliance requirements helpful.
- Proven track record implementing performance metrics and driving operational efficiency.
- Familiarity with weatherization, accessibility modifications, housing stabilization, or similar residential service programs preferred.
- Professional certifications such as PMP, LEED, OSHA, or General Contractor licensure are a plus.
- Ability to travel regularly to offices, project sites, community meetings, and partner locations and to navigate residential properties and active construction sites.





KEY PERSONAL ATTRIBUTES

- Strong analytical and problem-solving skills, with the ability to interpret operational data, budgets, and performance metrics.
- Highly organized with the ability to manage multiple priorities and respond effectively to time-sensitive operational needs.
- Sound judgment and decisiveness in dynamic, fast-paced environments.
- Clear and professional communicator who can engage effectively with diverse stakeholders, including staff, community partners, and clients.
- High level of integrity and discretion when handling confidential or sensitive information.

THE PAYOFF

PWC offers a great benefits package, competitive wages, and reimbursements for mileage and cell phones. PWC is committed to their employees and clients as they serve the needs of our communities.

ADDITIONAL COMMENTS

The working environment for this leadership role is a combination of office, field, and construction site environments.

Please visit [Gilman Partners'](#) [website](#) to apply.



Marci Pfeifer
COO & Executive
Search Consultant

mpfeifer@gilmanpartners.com



Megan Meyer
Executive Search
Consultant

mmeyer@gilmanpartners.com



Gilman Partners is committed to strengthening leadership teams and elevating talent in our communities—and that means all qualified applicants will receive consideration. You do not have to meet every qualification in this job description to apply. If you're drawn to the position and believe your experience makes you a good fit, we encourage you to apply.