

**Title:** Chief Operations Officer  
**Reports to:** Chief Executive Officer  
**Job Type:** Full Time  
**Location:** Remote, with some travel expected for MAG events  
**Application:** For consideration, please submit applications [here](#)

## Job Summary

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Merchant Advisory Group (MAG) is a growing company seeking a Chief Operating Officer (COO) with strong leadership skills, executive presence, financial acumen, and the ability to approach business with a creative and realistic point of view. The COO will lead our U.S. Business Development and Operational teams of high-performing professionals to be efficient, productive, and effective. The ideal candidate has extensive experience within the retail and/or association industry with knowledge of payments, having worked their way to an executive role. In addition, having experience with the development of customer acquisition and retention plans would be beneficial. We believe this trajectory helps a person develop a unique mix of business and management expertise, plus proficiency with the practices, policies, and procedures of an effective not-for-profit organization.

## Objectives of the role

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- Collaborate with leadership team and Board of Directors in setting and driving organizational vision, operations strategy, and resource needs
- Translate operations strategy into actionable steps for growth, implementing corporate goal setting and annual operations planning
- Enhance membership services and engagement strategies to retain and attract members
- Oversee company operations and employee productivity, supporting a servant-led culture that ensures team members can thrive, organizational goals are met, and financial targets are achieved
- Oversight of financial reporting, member database management, annual budget preparation, and quarterly projections
- Coordinate efforts between shared service and international teams
- Drive efficiencies across the organization developing SOPs and process simplification leveraging pertinent tools and accessible data
- Partner with business teams to strategic growth of membership and sponsorship
- Ensure compliance with domestic, international, and local business regulations and take appropriate action when necessary

## Responsibilities

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- Oversee U.S. operations, business development, database management, accounting, and partner with CEO in overall budgeting and forecasting so that sufficient investment capital can be achieved for near-term growth targets

- Analyze internal operations and identify areas for process enhancement
- Provide leadership in the delivery of the organization's mission and culture
- Implement business strategies and plans that align with the short- and long-term objectives developed in tandem with the CEO
- Manage capital investments and expenses aggressively to ensure the company achieves targets for growth and profitability
- Monitor company performance, take corrective measures when necessary, and prepare detailed updates and forecasts
- Build and maintain trusting relationships with staff along with key members, sponsors, partners, and other stakeholders
- Represent MAG in publications or events demonstrating an executive presence consistently reflecting the MAG mission, vision, and strategic goals and objectives

## Qualifications

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- Five or more years of experience in executive leadership roles that reflect a demonstrable executive presence
- Finance or treasury experience within the payments industry required
- Ability to motivate direct reports and partners to drive success
- Excellent leadership skills, with steadfast resolve and personal integrity
- Strong judgment and track record of effective prioritization according to business imperatives
- Understanding of advanced business planning and regulatory issues
- Solid grasp of data analysis and performance metrics
- Ability to diagnose problems quickly and foresee potential issues
- Exceptional project management skills
- Domestic and international business experience preferred

## About the MAG

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The Merchant Advisory Group (MAG) plays a vital role in helping merchants and the industry shape innovative approaches to payments. Providing unparalleled collaboration and networking opportunities for merchants and sponsors, the MAG collaborates with industry stakeholders and advocates for merchants' interests. The MAG represents over 150 U.S. merchants which account for over \$4.8 Trillion in annual sales at over 580,000 locations across the U.S. and online. Roughly \$3.5 Trillion of those sales and over 100 billion card payments are electronic which represents approximately 62%\* of total U.S. card volume. MAG members employ over 14 million associates.

*\*Source of Total U.S. card volumes: Federal Reserve Payments Study 2019*

The Merchant Advisory Group is an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, sexual orientation, gender identity, national origin or ancestry, age, disability or veteran status or other protected status.