



**JOB TITLE:** Vice President & COO

**DEPARTMENT:** Administration

**REPORTS TO:** President & CEO

**DIRECTLY SUPERVISES:** CoC Director, Coordinated Entry Director, Finance and Grants Director, Emergency Response Administrator, Development and Communications Administrator

**FLSA:** Exempt

**SUMMARY:** The Vice President & COO will report to and partner closely with the President & CEO to achieve the organization's mission and vision and lead the organizational effectiveness by managing operational functions of finance, accounting, contracts, and human resources. The Vice President & COO shares the responsibility with the President & CEO for profitability and loss, including pro-active cash flow management and assists with the development and implementation of a comprehensive fund development program to include current grant programs/funders, foundations, and new sources, as determined.

**DUTIES AND RESPONSIBILITIES:**

**Operations Management:** The Vice President & COO focuses on the continual process and operations improvements, oversees daily operations, including planning, quality control, and developing and monitoring the use of resources.

- Optimize operational systems, processes and policies, management reporting, information flow, process improvement, and organizational planning.
- Participate in risk assessment analysis for all new projects and the continuation of existing projects.
- Ensure that interdepartmental requests are communicated and resolved promptly to internal and external parties.
- Ensure that projects are delivered on time and on or under budget.
- Create Standard Operating Procedures (SOPs), develop tracking and reporting processes and tools, and develop information flows.
- Manage the HR lifecycle - from resource planning to recruiting, onboarding, performance management, and professional development.

**Strategic Planning:** Assist the President & CEO with the development and management of

organizational goals, track progress toward goals, and increase their effectiveness and efficiency of leaders.

- Contribute to short and long-term strategic planning, track progress towards goals, and increase effectiveness and efficiency.
- Assist with responding to grant proposals, with particular focus on State and Federal proposals.
- Work with individual Directors, community partners, and funders to establish organizational goals and track performance in support of goals.

**Funding Source Management and Compliance:** Oversee organizational compliance to ensure good standing with all funder/government/partner requirements. Track and report all general operating and salary-related resources.

- Serves as a link between the organization and affiliates, manages networking relationships with funders, sub-recipients, and other partners.
- Prepare accurate and timely submission of reports and surveys as required by funding sources.
- Initiate on and offsite audits and grant end reporting.
- Monitor compliance of all staff, board, and organizational requirements.
- Oversee timely invoicing to all funding sources.
- Direct and monitor staff on agency compliance requirements.
- Assist with the negotiation, compliance, and administration of contracts with vendors.

**Process improvements:**

- Develop and maintain a basic grant-making manual and communicate appropriately with staff concerning policies, procedures, and updates.
- Research various grant management systems and work in collaboration with program, development, and finance staff to implement a new system.
- Serve as the primary administrator for the new grant management system and provide the necessary training to staff; write new standard operations procedures as required.
- Perform other related duties as assigned by management.
- Establishing employment and administrative policies and procedures for all functions and the day-to-day operation of the nonprofit.

**SUPERVISORY RESPONSIBILITIES:**

- CoC Director, Coordinated Entry Director, Finance and Grants Director, Emergency Response Administrator, Development and Communications Administrator
- Responsibilities include supervising the hiring process, including the interviewing, hiring, and training of employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints; and resolving problems.

**QUALIFICATIONS:**

- Bachelor's Degree (BA) from a four-year college or university, or two years of related experience and/or training, or equivalent combination of education and experience.

Computer skills required: Proficiency with Microsoft Office required

- Other skills required:
  - Minimum of two (2) years' experience in business operation
  - 5+ years of experience with grants administration and/or compliance. (Government grant experience required; Federal grant experience desired)
  - Experience with federal OMB (Office of Management and Budget) circulars.
  - Nonprofit or philanthropic experience.

#### COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost-saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative

approaches and ideas; Presents ideas and information in a manner that gets others' attention.

- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Quantity** - Meets productivity standards; Completes work on time; Strives to increase productivity; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a

positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*