



Department: Admin

Job Title: Chief Operating Officer

Supervisor: President & CEO

Classification: Executive, Full-Time / Exempt

Job Description/Purpose:

Under the direction of the President & CEO, the Chief Operating Officer (COO) will serve as an important member of the agency's leadership team and implement the strategic vision of the agency, working closely with the senior staff team. The COO will plan, direct, coordinate, and oversee operations activities in the Organization, ensuring the development and implementation of efficient operations and cost-effective systems to meet the current and future needs of the Organization. The COO manages the comprehensive array of services in GJFS's community-based programs. The COO will create new programs and services and develop strong new business partnerships and community relationships to serve more community members. The COO will assist with proposals, budgeting, procurements, contract negotiations, client presentations, market analysis, and program development in behavioral health, mental health, community development, housing, etc.

Job Responsibilities:

- Works collaboratively as a partner to the President & CEO and Board of Directors, making recommendations and suggesting proactive strategies to keep Organization aligned with its financial targets, programmatic growth, and organizational strategic plans
- Provides effective and inspiring leadership, and stewardship by actively leading all programs and services related to Holocaust survivors, mental health, food insecurity, financial assistance, and all other community-based programs
- Promotes a culture of high performance and continuous improvement that values learning and a commitment to our mission and core values
- Identifies, recommends, and implements new processes, technologies, and systems to improve and streamline Organizational processes for efficient use of resources and materials
- Oversees the organization's information systems and technology operations and strategy
- Ensures that departmental decisions and project plans such as those for staffing, development, organization, material efficiency, hardware acquisitions, and facilities are in line with the Organizations business plan and vision
- Establishes, communicates, and implements operations-related policies, practices, standards, and security measures to ensure effective and consistent support and execution
- Reviews and approves cost-control reports, cost estimates, and staffing requirements for projects
- Works collaboratively with the Sr. Director of Finance to establish and administer the Organization's budget
- Works with the Sr. Staff Team to ensure the continued financial viability of programs and services through sound fiscal planning and management
- Presents periodic performance reports and metrics to the President/CEO and Board of Directors
- Identifies organizational training needs and ensures proper training is developed and provided

- Works with the President/CEO and other leadership to coordinate planning and establish priorities for the planning process
- Identifies and participates in expansion activities (projects, investments, alliances, etc.)
- Assists in fundraising activities
- Responsible for ensuring Organizational compliance with operating regulations, licensure requirements, and regulations/standards for continued accreditation
- Represents the Organization externally, as necessary, particularly in community events, networking events, fundraising events, etc.
- Ensures all program activities operate consistently and ethically within the mission and values of GJFS
- Oversee the development of new business opportunities, including establishing satellite offices.
- Maintain a key understanding of industry trends that might present new business opportunities or elevate current operations to become more competitive.
- Responsible for developing and procuring new business partnerships with government funding entities and insurance companies to service families.
- Responsible for overseeing contractual negotiations and negotiations with governmental entities.
- Identify potential partnerships and collaborations with other nonprofit agencies
- Facilitates inter-departmental collaboration that ensures all operational solutions positively support GJFS's evolving strategy, operational delivery, and data collection needs.

III. Supervisory Responsibilities

- Provides constructive and timely performance evaluations of direct reports
- Meets regularly with staff to provide pro-active supervision
- Handles discipline and termination of employees by Organization policy along with the Senior Director of Human Resources and President/CEO
- **Organizational Leadership (10%)**
 - Manage the integration of operations, programs, human resources, and financial resources to ensure alignment across workstreams and responsiveness to both internal and external needs
 - Identifies and operationalizes opportunities for organizational efficiency
 - Serves as a thought partner and strategic advisor to the Leadership Team, providing analysis, recommendations, and options for high-impact decisions
 - Oversees projects that do not neatly fit within the organizational chart or that fall between departments or leadership areas of responsibility
- **Operations, IT, and Finance (40%)**
 - Maintains sound fiscal management
 - Works with President/CEO to provide reports to external stakeholders; prepares monthly Board Report along with Executive Assistant
 - Supervises and oversees IT initiatives and upgrades, providing staff with the tools to effectively do their jobs and integrate across departments and functions
 - Partners as needed with external counsel for legal matters affecting the organization, including intellectual property, compliance, employment law, and contracts

- **HR, Talent Recruitment and Retention (40%)**

- Oversees HR functions, while promoting a thriving and positive organizational culture and work environment that is welcoming, effective, motivating, caring, and committed to excellence
- Oversees recruitment, onboarding, compensation and benefits, performance management, and retention to continue building our diverse, passionate, high-functioning team
- Recommends in-office and remote working policies that meet the needs of team members and position to achieve its goals
- Collaborates with HR to create mechanisms for staff and peer recognition and support
- Facilitate and enhance professional development opportunities for staff members, including providing training, guidance, and learning opportunities for new supervisors to develop their management and leadership skills
- Oversees contracts, partnership agreements, and consulting relationships

- **Program (10%)**

- Collaborates with Leadership to support organizational and programmatic consistency, quality, and sustainability
- Effectively communicates priorities derived from the organization's strategic plan by partnering with senior Leadership to develop coordinated accountabilities, objectives, and associated budgets
- Collaborates with executive and program teams to build more efficient program structures and systems, including decision-making procedures, work-plan monitoring, and inter-program as well as inter-department communications and operations
- Administers regular program evaluation for quality improvement

IV. Education and Experience

The COO will be an experienced and mature leader with broad human service and nonprofit leadership experience, ideally with a background in program development, expansion, and administrative leadership.

- Undergraduate degree from an accredited college or university, MBA or MSW preferred.
- 10+ years of senior leadership and management, with a minimum of 2 years of nonprofit management, of high-performing teams in mission-driven organizations with budgets of \$10M+ and complex operations
- Extensive experience overseeing company or business operations, including budget development, scenario planning, performance evaluation, and program analysis
- Experience with a human service agency preferred

V. Knowledge

- Strong computer and software applications (MS Office)
- Familiarity with Human service industry trends, locally, and nationally
- Familiarity with Mental and behavioral health trends, locally, and nationally
- Program planning and evaluation
- Strategic and tactical planning and analysis

VI. Required Skills and Abilities

- Strong verbal and written communication skills to interact effectively with agency staff, government officials, and other external stakeholders
- Ability to demonstrate leadership and integrity
- Ability to motivate, develop, and direct people as they work, motivating individuals to improve performance
- Ability to manage time and multiple priorities; meet deadlines
- Develop evaluation tools to support quality improvement efforts and assist in synthesizing and analyzing data
- Develop and implement policies and procedures over programming and contribute to administrative policies and procedures
- Uses a hands-on approach to establish and maintain effective working relationships with government entities, other agencies, and the public at large.
- Handle sensitive and confidential situations and documentation
- Possess excellent writing and organizational skills to prioritize and coordinate multiple activities, problems, and crises concurrently
- Be collaborative and flexible, with a strong service mentality
- Possess a high degree of personal accountability, responsibility, and independent decision-making abilities with the skills to plan, organize, develop, implement and interpret programs, goals, objectives, policies, and procedures of the organization
- Demonstrate commitment to the social sector with a passion for GJFS's mission, vision, and core values
- Work flexible hours, when needed, which may include some evenings and weekends
- Strong strategic and analytical skills, including financial planning, forecasting, modeling, and data analysis
- Ability to build relationships and collaborate across teams, with senior leaders, board members, and with community/agency leaders
- Ability to set vision and direction for the financial sustainability and growth of nonprofits.
- Ability to operationalize organizational strategy, support teams in annual goal-setting, and build cohesion and collaboration across teams

- Ability to envision and project-manage the design and implementation of technology solutions that enhance organizational productivity
- Ability to manage and collaborate across diverse teams and to take both a learning and action orientation to advancing diversity, equity, and inclusion
- Strong communication skills, both written and verbal; ability to translate complex information and communicate it simply and effectively to both internal and external audiences with the rationale for decisions

VII. Physical Demands & Work Environment

The work environment described here is representative of that which an employee will typically encounter during a normal shift. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Work is primarily sedentary in nature that involves sitting most of the time, but may involve walking or standing for intermittent periods; working at a computer for long periods.

GJFS is an equal opportunity employer where employment is based upon personal capabilities and qualifications without discrimination because of race, ethnicity, religion, sex, age, marital status, national origin, disability, sexual orientation, veteran status, or any other protected characteristics as established by law. This policy extends to all policies and procedures related to recruitment and hiring, compensation, benefits, termination, and all other terms and conditions of employment. Furthermore, this description is a summary of the responsibilities, duties, skills, experience abilities, and qualifications associated with this position. It is not an exhaustive list and may be changed at any time at the discretion of the CEO. Employment is still considered at-will in which GJFS may with or without notice, with or without reason terminate employment. GJFS reserves the right to modify job duties or job descriptions at any time.

Name: _____

Date: _____