



Chief Operating Officer

Job Description

Title: Chief Operating Officer

Reports to: Chief Executive Officer

FLSA Status: Exempt

Wages: \$85,000.00 Annual Salary

Job Type: Full Time

Location: Pacific Beach Office

Direct Reports: Legal, Counseling, and Advocacy Services Director; Prevention, Education, and Advocacy Services Director; Housing and Advocacy Services Director; Program Support Manager; Client Support Facilitator; Data Solutions Manager.

Summary: Reporting to the Chief Executive Officer, the Chief Operating Officer is responsible for overseeing all facilities and operations as well as program staff and contract compliance. The Chief Operating Officer position provides the leadership, management and vision necessary to ensure that the Agency has the proper operational controls, administrative and reporting procedures in place to effectively grow the organization and to ensure financial strength and operating efficiency. The position accomplishes this through a respectful, constructive and energetic style aligned with CCS' mission and value system. Overall responsibility for the strategic development, operational & financial performance of the Agency.

Essential Functions:

- Provide day-to-day leadership and management to a service Agency that mirrors the adopted mission and core values.
- Responsible for the measurement and effectiveness of all processes internal and external.
- Spearhead the development, communication and implementation of effective growth strategies through innovative business development ideas, programs, and processes.
- Collaborate with the management team to develop and implement plans for the operational infrastructure of systems and processes designed to accommodate the rapid growth objectives of the Agency.
- Proactively identify training needs and facilitate the development of training agendas in support of organizational performance.
- Oversee contract compliance for all programs to ensure the Agency is delivering on all areas of contract agreements, including RFAs, RFPs, special conditions, handbooks, government guidelines, scopes, timelines, reporting and all other deliverables.
- Oversee management of program budgets, including ensuring program expenses, petty cash, and fee for service revenue are consistent with Agency fiscal policies, grant guidelines and available financial resources.
- Demonstrate entrepreneurship in the development of new programs and sources of revenue.
- Lead ongoing quality improvement process to ensure excellence in program operations and data management.
- Effectively lead Program Directors providing day-to-day oversight and support.
- Oversee all aspects of facilities management, including construction, building maintenance plans and budgets, leases, opening and closing offices, and any office moves.
- Active participation in Board of Directors meetings.
- Introduce, represent, and develop new strategic partnerships with Agency clients, donors, and community partners.
- Other duties as assigned.



Job Requirements:

Education:

- Master's degree in Counseling, Social Work, Business Administration, Nonprofit Management, or other related field.

Experience:

- Two or more years working in trauma, or related field
- Five or more years working in a management role.
- 1 or more years working with nonprofit contract management and compliance.
- Proven strong general management background, including an understanding of finance, systems, human resources and other business functions.

Preferred Experience:

- Bilingual English/Spanish

Core Competencies:

- Excellent written and oral communication skills
- Computer proficiency with Microsoft Office Applications (Word, Excel, Outlook, Power point, Access)
- Organized and detail oriented with the ability to effectively multi-task, prioritize, and meet deadlines
- Ability to maintain a proactive approach and execute all duties in their entirety
- Proactively adapt to always changing requirements and duties
- Maintain confidentiality and professionalism at all times
- Must show a passion and sensitivity for trauma work.
- Must demonstrate an acceptance and respect for cultural diversity in all its forms, including ethnicity, sexual orientation, abilities, and religious backgrounds and an ability to work collaboratively in an ethnically, linguistically, and culturally diverse environment.

Working Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. Must be able to carry up to 50lbs.

Travel:

Approximately 50% local and domestic travel may be required. Must have reliable transportation available for work-related purposes, a valid California driver's license, and proof of automobile insurance.

Work Hours

The employee must be available during Agency working hours of 8:30 a.m. to 5:30 p.m. Occasional evening and weekend work may be required as job duties demand.

To Apply: Please send resume and cover letter to *Kylene Jonson* at KJonson@ccssd.org