

JOB DESCRIPTION

Position Title: Chief Operating Officer
Program/Dept.: Administration
Supervisor: Chief Executive Officer
Supervises: HR Director, Director of Youth & Family Services, Director of Economic Opportunity, IT Manager
FLSA Status: Exempt
Job Pay Grade: 10
Physical Strength: Light
Salary Range: \$155,000 - \$170,000
Benefits: Medical, Dental, 401k, PTO

MISSION

Hacienda CDC is a Latino Community Development Corporation that strengthens families by providing affordable housing, homeownership support, economic advancement and educational opportunity.

POSITION SUMMARY:

Hacienda Community Development Corporation's Chief Operating Officer is a key leadership position in an exciting, growing, innovative organization working for more affordable, prosperous, educated, equitable, and thriving communities in the Northwest. The COO leads the implementation of the CEO and Board of Directors' vision and manages the program and department operations across assigned areas of responsibility. Further, under the leadership of the CEO, the COO will enable the expansion of HCDC to include some practices of social enterprise to increase revenue, which in return will increase our capacity to bring more resources to the community that we serve. The COO leads new initiatives by developing a clear plan based on community values, financial feasibility, and the company's strategic vision and mission.

The COO is responsible for the operations of Hacienda's work in a manner that strives for the organization's excellence and continuous improvement. The COO works to improve outcomes for teams and staff across multiple program areas, constantly seeking efficiencies that benefit the community and the organization. The COO coaches' staff who work in diverse areas of focus (economic opportunity, leadership, youth and family services, housing, etc.) to reach ambitious, measurable outcomes. They will collect and utilize data to drive continuous and accelerated improvement. Working with Hacienda's CEO in a spirit of trust, candor, and mutual respect, the COO will ensure the mission and growth of Hacienda through tangible and measurable outcomes and strict accountability based on deliverables.

As a strategic thought leader within the company and the industry, the COO will advise and counsel the CEO and Board on opportunities to maximize Hacienda's operational impact and ensure that our team at Hacienda is delivering and fulfilling our mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Operational Leadership

- Oversee the direction and management of the day-to-day operations ensuring smooth functioning across all operations departments.
- Plan expansion while advising the CEO regarding the need for additional staff and capacity building to accomplish this goal.

- Design, implement, evaluate, and fine-tune business operations performance by analyzing and interpreting data and metrics to achieve annual program goals.
- Oversee the organization-wide safety program in partnership with the HR Director. Establish and ensure policies and practices align with organizational culture and vision, as well as, compliance bodies such as OSHA, SAIF, and OHA in general, as well as with specific Hacienda program compliance bodies such as USDA, State, and other Federal agencies. Participate in the Safety Committee.
- Provide oversight of procurement, from choosing suppliers based on quality and cost effectiveness to negotiating contracts with vendors.
- Oversight of budgets, resource allocation, and financial reporting in collaboration with the CEO & CFO.

Strategic & Organizational Leadership

- Provide reports and updates to CEO in alignment with meeting organizational goals.
- Function as a strong strategic partner to the CEO to lead the company based on the vision and mission established by the CEO and board.
- Develop organizational goals and strategies in collaboration with organizational leadership, including the Board, CEO, CFO, COS and Directors.
- Lead and implement strategic initiatives that have impact across multiple departments.
- Attendance at board meetings and board committee meetings.

Employee Management

- Provide oversight for the directors and lead the bi-annual evaluation of directors. Advise the CEO on leadership changes to meet the company's demands, goals, and objectives.
- Lead employees to encourage maximum performance and dedication.
- Participate in organization-wide initiatives such as organizational committees, events, and inter-departmental collaborations.
- Hire, train and mentor employees.
- Organize and oversee the schedules and work of department staff.
- Conduct performance evaluations that are timely and constructive.
- Handle discipline and termination of employees as needed and in accordance with company policy.

Fundraising & Development

- Assist the CEO in fundraising ventures and assist others in embedding the importance of this activity in all that we do.
- Participate in expansion activities (investments, acquisitions, corporate alliances, etc.)

QUALIFICATIONS:

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to the safety or health of employees or others. To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. The minimum requirements listed below represent the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform essential duties.

EDUCATION AND/OR EXPERIENCE

- Master's degree or comparable work experience in business administration, engineering, process improvement, or social sciences with extensive experience in operations, finance, real estate, or a related field.
- 8+ years managing operations for a large multinational company while also having experience in the social sector.
- 5+ years in leadership position with oversight of financial management.
- Proven success with implementation of technology and systems.
- At least 3 years of strategic leadership experience defining organization and program goals, including successfully executing strategy through others.
- Ideally, this person has lived immigrant experience that can relate to the great majority of staff and the communities that we serve.

KNOWLEDGE, SKILLS & ABILITIES

- Strong project management skills.
- A solid understanding of business operations and processes is essential.
- Strong leadership skills with the ability to lead a team of directors overseeing large programs with varied and collective goals
- Effective problem-solving skills, including identifying challenges, developing solutions, and implementing strategies to overcome obstacles and drive continuous improvement.
- Effective collaborator forward-thinker with the ability to implement change based on the organization's developing needs
- Ability to handle and prioritize many responsibilities simultaneously, working closely with directors and program staff.
- Ability to achieve goals despite frequent changes and strict deadlines.
- Ability to be decisive, affirmative, resourceful, self-motivated and adaptable
- Able to handle sensitive and confidential information appropriately
- Work independently with minimal supervision as well as facilitate team and committee meetings.

- Proficiency in word processing, spreadsheets, database and other office programs.
- Availability to work occasional evenings and weekends and to travel to statewide and national conferences, training and other events as needed (approximately 10% travel expected).

LANGUAGE SKILLS

- Must have excellent English verbal, written, and oral communication skills, including comfort with public speaking.
- The ability to speak, write, and understand Spanish (preferred).

COMPUTER SKILLS

Job requires specialized computer skills, including MS Word, Excel, PowerPoint, and Outlook. Must be adept at using various applications, including databases, spreadsheets, report writing, online research, project management, word processing, presentation creation/editing, communicate by e-mail, and scheduling software.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License and access to a car are required for travel between meetings, events, and other activities.

PHYSICAL DEMANDS

Position is sometimes sedentary, but also requires mobility to client and partner sites and office headquarters; dexterity necessary to operate a computer with substantial repetitive motion of wrists, hands, and/or fingers; the ability to lift up to 20 pounds occasionally; the visual acuity to read and prepare/analyze data and figures; ability to express/exchange ideas by means of the spoken word; perceive the nature of sounds at normal speaking levels with or without correction; majority of work performed indoors.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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. The noise level in the work environment is usually quiet to moderate.

BENEFITS

- Medical/Vision (HMO, PPO, HDHP options)
- Dental (PPO, HMO/ortho)
- Hacienda covers 90% of employee-only health premiums, 70% of family health premiums, 100% dental
- 4-Day Workweek - usually Monday - Thursday
- Paid Time Off (0-2 yrs/3.6 weeks, 3-4 yrs/4.6 weeks, 5-9 yrs/5.6 weeks)
- 10 paid holidays per year

- 401(k) Plan, 2% company match

Application Instructions

Nonprofit Professionals Now is proud to be working with Hacienda CDC on this key leadership position. To apply, please submit a resume and cover letter indicating the key skills, experience, and value you would bring to Hacienda CDC.

Resumes will be screened as they come in and priority will be given to applications received before July 11. This position will remain open until we find our ideal candidate.

Application Portal: <https://apptrkr.com/5339162>

Priority Deadline: July 11, 2024