



JOB DESCRIPTION

CHIEF OPERATING OFFICER (COO)

Job Summary:

The Chief Operating Officer (COO) is directly responsible for developing and executing the internal operational strategies necessary to achieve the goals and objectives of HOPE FOR PRISONERS (HFP). The COO will ensure the internal daily planning, implementation, management and oversight of the organization. The Chief Operating Officer will directly supervise organizational administrators and staff and will serve a variety of roles and responsibilities when critical positions are vacant.

The Chief Operating Officer will work in collaboration and in partnership with the Chief Executive Officer (CEO) and the C-Suite leadership. The COO and CEO will have co-reporting responsibilities and will report directly to the Board of Directors.

Essential Duties and Responsibilities:

To perform this position successfully, an individual must be able to perform each essential duty and other related duties to a level of professional excellence. In addition to the requirements listed below, regular attendance in the workplace is an essential function of this position.

- Regular attendance in the workplace is essential to this position and must comply with policies and procedures and ethical conduct at all times.
- Provides day-to-day operational leadership and support to staff that mirrors the mission and core values of HFP with the highest level of personal and professional integrity.
- Oversees, directs and manages all day to day business operations and internal administrative staff of the organization.
- Develop, implements and manages operational policies and procedures.
- Finds solutions to complex problems by breaking down complicated issues and communicating effectively to the BOD, C-Suite and Staff.
- Develops and maintains effective communications and reporting to the BOD and collaborates effectively with C-Suite.
- Helps manage grant activity related to day to day operations; including financial auditing, overseeing outcomes and reporting.
- Works with certain board committees related to operations and helps manage expectations, in order to meet organizational goals.
- Ensures all legal and regulatory documents are filed, reported, audited and in compliance with laws and regulations for the organization.



- Works with the C-Suite in managing and executing the strategic plan for the organization and has on-going strategic conversations and collaboration to the C-Suite and BOD with regular data and reporting.
- Responsible for overseeing budgets, financial reporting, and fiscal accountability.
- Monitors monthly financial reports to assure that revenue targets are met and expenses are controlled.
- Takes action to improve performance and achieve financial goals.
- Responsible for oversight, input and developing best practices for Human Resources and related functions listed, but not limited to; HR policies, procedures, documentation, on-boarding employee experience, culture, employee accountability, performance measures and evaluations, employee handbook and compliance.
- Initiates and implements process improvement strategies relating to workflow, quality of programming, safety and experience.
- Works with the CEO in the planning and formulation of the long-range goals of the organization.
- Provides timely, accurate, and complete reports to the BOD on agency performance and yields input from the CEO when compiling information.
- Ensures all programs and departments meet the short-term and long-range plans, and budgets based on defined agency goals and growth objectives as determined by the BOD and with collaborative input from the CEO.

Skills:

The requirements listed below are representative of the basic knowledge, skill, and/or ability required.

- An enthusiasm and passion for people and serving the mission.
- A strong employment and or service history that reflects leadership, managing high level operations, teams and community engagement.
- Excellent communication and presentation skills.
- Demonstrated leadership ability, confidence, and executive presence.
- A team player, and strong problem-solving skills and emotional intelligence.
- Gain the trust and cooperation of others to effectively communicate concepts and ideas and to motivate and hold staff accountable.
- Analytical abilities are necessary to make sound decisions, logical interpretations, and to review and interpret financial statements and budgets.
- Outstanding interpersonal, written and verbal communication skills and demonstrate professional and effective working relationships.
- Operate with proficiency a variety of office equipment to include an office computer, a variety of word processing, spreadsheets, analytical and data management, project management software and applications as well as some graphic and presentation programs.
- Attend evening and weekend meetings and events as required.
- Organizing, processing and maintaining information and documents in an orderly manner.
- Strong skill set in prioritizing, strategizing, meeting deadlines and following up on assignments and roles and responsibilities with minimum supervision.



Education and Experience:

- Preferred Bachelor's degree in business administration, finance, economics, or closely related field which will provide knowledge of the principles, practices and administration of business and nonprofits.
- 6+ years or the equivalent in experience of full-time progressively complex and responsible related work experience directly involved with operations, business, development, finance or related area.
- A comprehensive understanding of Nevada's nonprofit climate and related governmental agencies and community development. An understanding of criminology, and/or re-entry programming is also a plus.
- Demonstrated commitment to equity, human potential and service.

Licenses and Certifications:

- Must have a valid state driver's license and maintain satisfactory motor vehicle record and ability to obtain a Nevada state driver's license within the required time frame.

Physical and Mental Abilities:

- Ability to lift and move boxes up to 40 pounds.
- Work produces mental and visual fatigue due to sustained periods of concentration, working on a computer, working under pressure of deadlines and continual interruptions in concentration.
- While performing the duties of this job, the employee is regularly required to speak and interpret verbal communication.
- Regular and timely attendance is required. Flexible schedule to accommodate for occasional nights and weekends.

Working Conditions:

- Works in a typical office environment where there are little or no physical discomforts associated with changes in the weather or discomforts associated with noise, dust, dirt and the like.
- Office hours are M-F, 8:30am – 5pm.

This job description is intended to describe the major responsibilities and requirements of this job and should not be interpreted as all inclusive. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job description will be evaluated as necessary and should an incumbent/applicant be unable to perform the function or requirements due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent/applicant when possible.