



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

CHIEF OPERATING OFFICER

FLSA Status: Exempt

Summary of Position: The Chief Operating Officer (COO) will be a key member of the Senior Leadership Team (SLT), overseeing Finance, Operations, and IT teams and is responsible for delivering effective information systems, facilities, record management, purchasing, contracting, inventory management and project management to enable and support the organization's success.

Working closely with the CEO, SLT, and the Board of Directors, the COO will work to streamline and optimize the way in which Connections leverages its operations, administrative, financial, and IT resources to meet current goals and objectives, and to anticipate the organization's future needs and resources.

The COO is a problem-solver who thrives on identifying solutions and focusing on what's possible while facilitating strong collaboration and communication across the organization. They will bring strong emotional intelligence, authenticity, and a proven ability to help individuals and teams achieve their full potential. In addition, the COO will embody and nurture a strong and inclusive culture that reflects our values. The overall goal is to ensure the effective and strategic use of resources so that Connections has a robust and sustainable future and continues to anticipate and address community needs in the most impactful way.

Major Functions/Accountabilities:

Function and Deliverables

- Collaborate with SLT on grant and contract applications and new program proposals in response to RFPs, service requests and/or identified community needs.
- Actively participate in strategic and business planning processes; provide information, guidance and support to leadership and the Board to inform strategic direction.
- Guide development of strategies, tactics, and evaluation metrics to enhance profitability, productivity, efficiency, and quality across all areas of responsibility.

- Enhance, flesh out, and implement organizational vision by translating agency plans to specific, actionable operational goals and accountabilities.
- Create, measure, and communicate operational plans, milestones, and metrics. Direct operational management to initiate and set goals in alignment with agency strategies and goals.
- Work with SLT to build and foster a healthy, equitable, diverse, and inclusive culture.

Compliance and Quality Assurance

- Maintain up-to-date knowledge of all federal, state, and local business and regulatory requirements and ensure compliance. Adhere to organization, federal, state, and local requirements, enforcing compliance and acting when necessary.
- Ensures policies and procedures comply with applicable Federal and State Law and are updated regularly
- Translate applicable Federal and State regulation into operational policy as necessary
- Completes or ensures completion of necessary reports and records in accurate and timely manner.
- Participate in the analysis of current management practices and operations to ensure the optimum use of available resources.
- Use data and metrics to evaluate operational effectiveness and inform strategies and tactics.

Team Management

- Provide leadership, strategic guidance, mentoring and professional development opportunities for the Operations, Administration, IT and Finance teams.
- Interview and hire experienced and technically trained professionals for fiscal and IT positions, train and provide training opportunities to enhance staff development; develop coordination of departmental functions to meet the goals and mission of the organization
- Attract, develop, coach, motivate and retain high-performance team members, empowering them to elevate their level of responsibility and performance.
- Ensure adequate succession planning, identifying, training, and developing leaders and setting them on a path for management.

- Foster leadership and staff development, elevating expertise and ensuring everyone is given opportunities to learn, develop and advance in their careers.
- Embody the core competencies and values of Connections and positively promote the organization's culture.

Financial Management

- Work with the CEO, Director of Finance, and program and executive team members to establish short- and long-term financial goals.
- Ensure financial audits and related filings as well as regulatory and charitable filings are completed accurately and on time.
- Work with the Director of Finance to ensure policies and practices are designed to best sustain the fiscal wellbeing of the organization; provide advice, counsel, and direction on financial priorities.
- Work with the Director of Finance develop financial strategies by estimating, forecasting, and anticipating requirements, trends, and variances to align monetary resources.
- Work with the Director of Finance to support the Finance team in ensuring proper maintenance of all accounting systems, internal controls, and financial procedures.
- Oversee timely, accurate and effective execution of core fiscal operations.

Information Technology/Operations Management

- Work with the Director of IT to review the management, support, and enhancement of information technology, security, program data, evaluation, and impact, purchasing and facilities management.
- Ensures that IT and network infrastructure adequately support the computing, data processing, and communications needs.
- Ensures compliance with government regulations that apply to systems operations.

External Relations

- Educate the public about Connections and facilitate the development of programs through involvement with professional organizations, groups, and the community at-large.
- Cultivate and maintain positive relationships with agency partners, including funders, vendors, industry-related groups, auditors, banking institutions, actuaries, and financial executives at peer organizations.

- Publicly represent Connections with the media and external constituency groups including community, governmental, and private organizations, and individuals, building excitement for Connections' mission.

Required Experience:

- Significant leadership experience in strategic planning, administration, business and finance operations in a complex, multi-site not-for-profit organization
- Direct experience in facilities, risk management, and compliance.
- Demonstrated ability to use business software applications, e.g., MS Office Suite or comparable productivity tools, to collate, analyze, and synthesize data and information to provide strategic and operational insights to CEO, SLT, Board of Directors, and the organization.
- Proven ability to balance leadership and management roles within a growing, dynamic organization; highly effective at change management.
- Ability to manage multiple projects across different business lines on time and within budget.
- A solid grasp of data analysis and performance metrics. Ability to diagnose and solve business problems expeditiously and proactively.
- Emotional intelligence, integrity, humility and a commitment to transparency, and active listening.

Education:

- A Bachelor's degree or 5-10 years of progressive senior leadership experience is required.

Other requirements:

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Chief Executive Officer
November, 2022