



Position Title: Chief Operating Officer (COO)	Reports to: El Centro President & CEO
FLSA Status: Exempt	Date: June 2018

El Centro is a nonprofit, social service organization serving Wyandotte and Johnson Counties in Kansas. Our programs are open to all with a mission to “strengthen communities and improve the lives of Latinos and others through educational, social and economic opportunities”. We work to accomplish this through our many programs including: dual language pre-school, summer enrichment classes, health education and health navigation, emergency assistance, financial literacy and advocacy. El Centro is seeking a Chief Operating Officer (COO) as part of the Senior Management team.

Position Summary: The Chief Operating Officer (COO) is responsible for the organization’s day-to-day operating activities related to areas such as Operations, Facilities, Finance and Human Resources. The COO provides leadership, supervision, oversight, facilitates organization-wide communication, and monitors all administration activity. The COO has a clear understanding of the strategic planning process and business plans and is able to delegate projects and tasks in a way that best utilizes the strengths and abilities of personnel to ensure organizational success. The COO consistently communicates the plan to the Senior Management and program management teams and ensures constant feedback – keeping all staff accountable for their responsibilities in order to fully integrate all functions and to resolve cross-functional issues. With oversight of Management and Administration, the COO will keep all internal functions operating efficiently and cost-effectively and ensure all resources are being allocated optimally. The COO excels at managing change and building a unified agency culture consistent with its vision and mission.

Key Roles (Essential Job Responsibilities)

Leadership

- Oversees the administrative functions including: Human Resources; Finance; IT; Maintenance, Facilities, and Business plans.
- Supervises, trains, mentors and coaches staff
- Identifies and executes efficient processes and procedures across management, administration, and programs
- Instills transparency, trust, capability, and energy leading to high achievement
- Creates systems that ensure accountability
- Maintains positive working relationships with internal and external stakeholders and funders
- Demonstrates an intimate understanding of all programs and services
- Ability to overcome resistance to leadership and is able to take unpopular stands when necessary.
- Works with other members of the senior management team to create and represent unified leadership
- Constantly informs direct reports of expectations/decisions; ensures no communication gaps between any departments or with the CEO/President.
- Lead the development and implementation of organizational infrastructure, in relation to need and available resources, to facilitate achievement of operational goals.

Strategic Planning

- Knowledge and utilization of a Theory of Change process and product.

- Ensure outcome measurement and data analysis drives program improvement
- Implements new strategic initiatives

Resource Management

- Coordinate agency budget development; monitor and report variances in revenues and expenditures.
- ensuring departments are adhering to budgets
- Manage administrative and operational processes, overseeing the maintenance and repair of buildings, equipment and other facilities.
- Manage performance of assigned directors and other staff in achieving goals, providing technical assistance in program design, development, community relations and program operations.
- Plan and implement staff development and training in collaboration with the Chief Program Officer.
- Ensures contracts are executed appropriately with adherence to regulations.
- Streamline processes and implement quality improvements

Human Resources

- Managing recruitment, on boarding, employee relations, compensation and benefits, training and development.
- Implements agency personnel policies and procedures
- Develops and executes human resource strategies that effectively support overall business strategies
- Develops and oversees the risk prevention and management
- Directs internal investigations concerning conduct matters and employee claims
- Knowledge of Employment Law, including the Equal Employment Opportunity Commission, and the US Department of Labor

Culture

- Represents and holds others accountable to representing the values of El Centro
- Monitors the environment to ensure the culture is vibrant within the agency
- Works toward maintaining a results-oriented, learning, and organizational culture
- Represents the agency with community organizations, local, state, and national entities dealing with issues that impact those we serve.

Board Development

- Support board committees, as assigned.

KNOWLEDGE/SKILLS REQUIRED The successful candidate is a seasoned and process-minded leader with experience in leading an administrative management team, and developing a performance culture among a group of diverse, talented individuals. He/she is able to help others deliver measurable, cost-effective results that make the vision a reality. The COO role-models honesty and integrity. He/she is a strategic leader who has the intellectual depth, maturity and collaborative skills to garner trust and confidence of senior management staff, volunteers, donors, the CEO, and the Board of Directors.

- Master's degree in Business Administration, Operations Management, Nonprofit Management or other key area of business management related to Finance and Human Resources required.

- 7-10+ years successful leadership experience in operations management within a business or nonprofit organization; thorough understanding of finance, payroll, and HR; direct and indirect profit and loss management
- Proficient in Word, Excel, Outlook, PowerPoint
- Knowledge of the principles and practices of coaching and staff development.
- Demonstrated ability to organize, direct and coordinate operations
- Ability to recruit and retain key personnel
- Oversee facilities management
- Knowledge of budget management
- Strong communication skills, both verbal and written
- Strong interpersonal skills
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision
- Necessary attitudes, knowledge and skills to deliver culturally competent services.

Other requirements: Valid Driver's License and ability to travel to multiple sites.

Salary Range: Commensurate to experience

Application Procedure:

Send cover letter and resume via mail or email to:

Irene Caudillo

El Centro

650 Minnesota Ave

Kansas City, Kansas 66101

icaudillo@elcentroinc.com

Deadline:

All applicants will be reviewed by June 29, 2018 and position open until filled

El Centro, Inc. is an Equal Opportunity Employer

www.elcentroinc.com