

Sacramento Steps Forward Job Description

Job Title: Chief Operating Officer
Department: Administration
Reports To: Chief Executive Officer (CEO)
FLSA Status: Exempt

Summary: Reporting to the Chief Executive Officer, the Chief Operating Officer will serve on a highly regarded management team and play a key role in elevating the performance of the staff at Sacramento Steps Forward. The Chief Operating Officer will be an excellent and detailed manager who values ideas, teamwork, personal accountability, and is driven to action for the good of others and passionate about being in service to the community. This person will be responsible for the success of overall operations and staff management at Sacramento Steps Forward.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

Operations:

- Oversee, plan, coordinate, monitor and work with staff to effectively execute the day to day operations of Sacramento Steps Forward.
 - Prepare weekly staff meeting agendas and coordinate with the Executive Assistant to ensure that all meetings are scheduled and all items are properly prepared in advance.
- Oversee multiple departments and programs.
- Oversee strategic and operational responsibility for all program areas with a deep knowledge of each project, program, and department with a focus on program leadership and management, external relationships and knowledge management.
- Oversee the program and day-to-day leadership of SSF's Management Team to provide them with management guidance, strategies for organic growth as well as operational assistance.
- Responsible for the hiring of new Management; conduct performance evaluations as decided upon by SSF, implement the appropriate professional tools and training to maximize effectiveness of employees and SSF in general.
- Serve as the Procurement Officer and Purchasing Agent;
 - Directs the planning, implementation, management and control of all SSF procurement-related and compliance activities, including procurement of professional services, IT, materials, supplies and equipment.
 - Coordinate the purchasing function with the accounting function.
 - Meet with CFO (minimum quarterly) to review procurement, reports, and budgets.
 - Resolves contract disputes.
- Ensure the effective and efficient operations of the organization including but not limited to: IT, Facilities (leased space at the Sierra Health Foundation), office management and organizational supplies.
 - Work with on-site IT support and independent consultants to ensure that all equipment is functioning and maintained. Ensure that workstations are set up for new employees. Oversee the setup of all new phone extensions, phone messaging and forwarding. Oversee the proper disposal of any unneeded, damaged, or unused equipment.

- Supervise SHF responsibilities, including bi-monthly Kitchen Duty, space reservations, and participation in committees and events. Oversee employee relations with the Sierra Health Foundation, including but not limited to: parking, building cleanliness, cubicle conditions and needs, etc.
- Order supplies and coordinate any office technology needs or office moves. Maintain an inventory of all organization-owned equipment and devices; provide support to employees with replacing and reconfiguring devices. Maintain organizational property and assure the completion of required forms used to assign and receive returned property.
- Log and approve of time off requested by staff for sick, vacation and unpaid days taken.
- Assist with event planning and organization, as needed.
- Supervise the operations of the Outreach Department; ensure that all department logistics are managed.
 - Oversee technological needs and all electronic equipment orders and inventory.
 - Oversee all supply orders and ensure that they comply with budgetary restrictions.
 - Secure confidential client documentation, as needed.
- Comply with all of Sacramento Steps Forward's policies and procedures.
 - Compose and enforce new policies and procedures, as needed, for staff-wide issues; maintain and update Office/Operations Manual for staff compliance and use.
- Work collaboratively with HR consultant on staff and employee related matters, as needed.
 - Coordinate the onboarding of new staff members and the off-boarding of departing staff members, as needed.
 - Oversee the bi-weekly coordination of HR open sessions, ensuring that staff members have any information needed or requested.
- Ensure that all CoC meetings comply fully with Sacramento Steps Forward policies and procedures.

Grants and Funding:

- Work with management team and any other necessary staff members on grant processes, including:
 - Program development; Metrics and data collection/analysis; Analysis and assessment of past performance(s); Preparation of program materials; Monitoring of active grants performance, progress and progress reports, outcomes, needed improvements and post grant evaluations.

Community Representation:

- Represent SSF through managing and working with program partners on projects;
- Build and manage relationships with partners and outside agencies within Sacramento, the surrounding areas and nationwide;
- Direct the narrative of homeless solutions, assuring timeliness and accuracy.

Management Skills:

- Manage, develop and collaborate with direct reporting staff to ensure ongoing and effective delivery of the day to day operations;
- Focus on resolving conflict;
- Contribute and promote a positive team spirit;
- Build morale and group commitment to goals and objectives;

- Create healthy, positive and productive working relationships with staff by providing support and guidance;
- Manage the hiring and training of related program staff, as needed;
- Ensure that staff members have the resources needed for training, as needed;
- Support staff efforts to succeed and recognize accomplishments of other team members;
- Maintain 100% confidentiality.

Knowledge, Skills, Abilities:

- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

Supervisory Responsibilities: Directly supervises two or more department employees. Carries out supervisory responsibilities in accordance with the company's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; and, addressing complaints and resolving problems.

Measures of Performance: The Chief Operating Officer shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
2. **Forward Thinking** – Anticipates possible problems and develops contingency plans in advance; Notices trends in the industry or marketplace and develops plans to prepare for opportunities or problems; Anticipates the consequences of situations and information and plans accordingly; Anticipates how individuals and groups will react to a situation and information, and plans accordingly.
3. **Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
4. **Attention To Communication** – Ensures that others involved in a project or effort are kept informed about developments and plans; Ensures that important information from his/her management is shared with his/her employees and others, as appropriate; Shares ideas and information with others who might find them useful; Uses multiple channels or means to communicate important messages (e.g. memos, newsletters, meetings).
5. **Persuasive Communication** – Identifies and presents information or data that will have a strong effect on others; Selects language and examples tailored to the level and experience of the audience; Selects stories, analogies, or examples to illustrate a point; Creates graphics or presentations that display information clearly and with high impact.
6. **Visionary Leadership** – Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

7. **Delegation** – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
8. **Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
9. **Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes oneself available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.
10. **Influencing Others** – Involves others in a process of decision to ensure their support; Offers trade-offs or exchanges to gain commitment; Enlists experts or third parties to influence others; Develops other indirect strategies to influence others.
11. **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoughtfulness.
12. **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and in an ethical manner; Upholds organizational values.
13. **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
14. **Provides Motivational Support** – Recognizes and rewards people for their achievements; Acknowledges and thanks people for their contributions; Expresses pride in the group and encourages people to feel good about their accomplishments; Finds creative ways to make people's work rewarding.
15. **Developing Others** – Provides helpful behaviorally specific feedback to others; Shares information, advice and suggestions to help others to be more successful; Provides effective coaching; Gives people assignments that will help develop their abilities; Regularly meets with employees to review their development efforts and improvements.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience: MA in business, psychology, or a related field is preferred; BA degree required; 5+ years of related experience required.

Language Skills: Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and

procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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.

The noise level in the work environment is usually quiet.