



NeighborWorks® Northeastern Pennsylvania

## Chief Operations Officer

### NeighborWorks Northeastern Pennsylvania Summary

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NeighborWorks Northeastern Pennsylvania (NWNPEA) is a private non-profit community development organization that has, for 40 years, helped to revitalize neighborhoods and improve lives throughout the region by addressing the housing and homeownership needs in our community. NWNPEA empowers our neighbors to create change on both a personal and neighborhood level to keep northeastern Pennsylvania a great place to live, work, and raise a family.

For more information, please visit [www.nwnepa.org](http://www.nwnepa.org)

### Position Summary

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NWNPEA seeks a Chief Operations Officer (COO) to enhance its operating capacity and strategy execution as the organization expands its geographic and programmatic reach throughout northeastern Pennsylvania. This new position requires a seasoned, mission-focused, and process-minded individual with experience executing on vision and strategy through day-to-day operations, contract oversight, and high-level administrative management. The COO will act as a strategic and management partner to the Board, President & CEO, and Program Managers and will execute the operational functions of the organization.

The successful candidate will have a high degree of maturity and personal integrity, very strong interpersonal skills, a collaborative work approach, and will be self-motivated and comfortable in an evolving and growing organization. She/he must excel in managing operations, including experience with evaluating and developing an organization's workflow, internal communications, and critical business processes. Experience with financial management, legal compliance, and strategic planning is also critical.

### Primary Duties and Responsibilities

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Responsibilities for this position will include, but not be limited to the following:

#### Leadership and Organizational Development:

- Provide organizational leadership, support, coordination, and communication throughout all operating areas of the organization.
- Participate in board of director meetings to provide updates and seek feedback on the organization's operating performance and effectiveness.
- Assist the President & CEO with vetting prospective strategies, business lines, and social enterprise activities.
- Promote NWNPEA's established culture of collaboration, inclusivity, proactivity, and integrity.
- Represent the organization at meetings, conferences, special events, etc. as requested by the President & CEO.
- Assist the President & CEO, program staff, and administrative team in maintaining positive relationships with all partners, funding agencies, peer organizations and clients.

- Work, at all times, to promote and protect NWNNEPA's reputation as a responsible and effective community development organization and to ensure the efficacy of its programs.
- Provide leadership and assistance in the development and ongoing revision of programmatic and operating strategies that contribute to NWNNEPA's financial sustainability within the framework of our mission.
- Assist the President & CEO in achieving NWNNEPA's growth and strategic goals in accordance with the organization's annual operating plans and budgets.

#### **Human Resources Management:**

- Provide management and oversight for employee timekeeping systems, employee benefits plans (employer-sponsored 401(k), health insurance, etc.), and all other human resources functions.
- Ensure that employee benefits and compensation are aligned with the organization's goals.
- Lead the development and implementation of a sustainable plan to support proactive professional development and training opportunities for NWNNEPA's employees.
- Ensure that employee handbook, organizational policies, and standard operating procedures are reviewed and updated regularly.

#### **Operations Management and Compliance Activities:**

- Oversee the organization's infrastructure, technical operating systems, and physical plant, including ensuring adequate information technology and work environments for NWNNEPA staff and operations.
- Develop and oversee tracking systems for grant proposal writing and reporting.
- Oversee contract and legal compliance for NWNNEPA vendor contracts, grant agreements, and other board-authorized obligations.
- Work, at all times, to carry out the fiduciary responsibilities of NWNNEPA and to ensure agency compliance with all applicable rules, policies, procedures, laws, and regulations.
- Identify and lead the implementation of organizational and program improvements (electronic filing, administrative service delivery, etc.).
- Assists the President & CEO, CFO, and Program Staff with operating and programmatic budget preparation and tracking.

#### **Performance Management and Impact Measurement:**

- Assist the President & CEO and CFO in the development of organization-friendly financial management and reporting strategies and in the refinement of financial and management metrics to predict outcomes.
- Report to the President & CEO any material deficiencies identified, whether current or anticipated, in any financial, administrative, or programmatic area of the organization.
- Develop a risk management approach that is appropriate for the organization's scale, mission, and exposures that enables effective oversight by the board of directors.
- Assist in the ongoing development and implementation of needs assessments and program and administrative quality assessment tools to identify continuous improvement opportunities for the organization.
- Lead impact measurement activities to track and assess NWNNEPA's effectiveness against stated goals.

Undertake such other tasks and responsibilities that are consistent with the position of COO, as assigned by the President & CEO.

## **Qualifications**

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The successful candidate will have the following minimum qualifications:

- Enthusiasm for NWNNEPA's mission and an unwavering commitment to NWNNEPA's performance as a high-performing and Exemplary-rated non-profit organization.
- Bachelor's degree (Master's degree or advanced professional development training preferred) plus 8+ years of high-level operational and management experience in a for-profit or non-profit business environment.
- Self-starter who takes initiative, using sound, independent judgement and discretion and seeks guidance and feedback where appropriate – a doer as well as a manager.
- Strong analytical and problem-solving skills; highly organized with concern for detail and a commitment to excellence.
- Demonstrated experience with scaling up organizational infrastructure and systems preferred.
- Strong time management and prioritization skills with the ability to manage multiple projects.
- Knowledge of human resource management, risk management strategies, and modern organizational development tools.
- Strong written, verbal and interpersonal communication skills.
- Ability to model professionalism, empathy, and team-building approaches among a diverse and growing staff.

## **Compensation**

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This is an outstanding opportunity for a highly motivated professional to assume a pivotal role in the evolution of a growing and highly respected organization. Compensation will include a base salary in the range of \$72,000-\$80,000 (DOQ), a health plan, employer-sponsored and matched 401(k) plan, professional development/training assistance, and paid time off benefits.

## **Race, Equity, Diversity and Inclusion Statement**

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Building on our foundation and history of service, NWNNEPA seeks to create an inclusive environment that is empowering for our staff, partners, and constituents. We commit to using our talents, resources, and time to create a collaborative, family-oriented and diverse work environment and seek to advance our goals and represent our community through our staff, volunteers, and board of directors. NWNNEPA is an Equal Opportunity Employer where employment is determined based on job related qualifications and ability to perform a job, without regard to race, ethnicity, religion, age, gender, sexual orientation, marital status, national origin, disability, veteran status, or any other characteristic protected by law.

## **To Apply**

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Please send your cover letter and resume to Jenna Peterson, Executive Assistant, at [jpeterson@nwnnepa.org](mailto:jpeterson@nwnnepa.org) by September 30<sup>th</sup>, 2021. No phone calls, please.