



**Council
on Aging**
Southern California

JOB ANNOUNCEMENT

POSITION TITLE: Chief Operating Officer (COO)

HOURS: Monday - Friday

FLSA: Exempt

LOCATION: 2 Executive Circle, Suite 175, Irvine, CA 92614

Are you interested in leveraging your financial and operational management skills by giving back to the community? Would you like to broaden your expertise by working for a leading non-profit organization that provides innovative programs and services? Consider joining the Council on Aging – Southern California.

Founded in 1973, the mission of the Council on Aging – Southern California (COASC) is to promote the independence, health, and dignity of older adults through compassion, education, and advocacy. We are the area's leading non-profit organization serving older adults and their families in a 5-county service area. Annually, we serve over 100,000 older adults with an array of no-cost and fee-based programs that help them remain healthy, connected, and protected. To learn more, visit www.coasc.org

Description

The Council on Aging – Southern California (COASC) has tripled in size during the last 10 years and plans to accelerate growth to support our rapidly growing older adult community. The board and CEO are looking for a mission-focused, strategic, and process-minded leader with experience in scaling an organization, leading an executive management team, and enhancing our collaborative performance culture among our diverse, talented staff and volunteers.

The COO must be a leader who is able to help team members deliver meaningful, cost-effective results. The COO must have the skills, sensitivity, and personal confidence to tap into the strengths that each member of the team brings to our mission. It's essential that the COO partners with the CEO in cultivating our team member's creativity and ingenuity while implementing efficient and effective systems to increase the productivity of the organization.

Responsibilities

Reporting to the President & CEO, the COO will serve as a key member of COASC's leadership team, responsible for operational management, strategic planning, and implementation. In addition to the strategic components, the COO will be charged with developing and implementing policies and procedures regarding county contract compliance, human resources, outsourced IT, business operations and development. Our service area includes Orange, Riverside, San Bernardino, Inyo, and Mono Counties.

This is an outstanding opportunity for an executive with combined non-profit and private sector experience in management and operations, coupled with a solid track record of driving growth and profitability.

Strategy, Vision and Leadership

- Provide a strong day-to-day operational leadership presence for the organization
- Coordinate the efforts and outcomes of the multi-county Health Insurance Counseling and Advocacy Programs (HICAP), Ombudsman Programs, Senior Protection Program, and the programs in the Preventative Mental Health Department
- Drive COASC's 3-year strategic planning process and implementation in conjunction with the CEO and program management
- Lead the HR performance management process that measures and evaluates progress against goals for the organization in conjunction with HR Manager
- Advise the CEO and other key members of management on operations, IT, human resources, program budgeting, development, and policy matters
- Maintain continuous lines of communication with the leadership team, keeping the CEO informed of critical issues

Operations

- Responsible for the day-to-day performance of all county contract functions and activities of the organization
- Manage and enhance the system of policies and internal controls for county contracts
- Participate in county fiscal and program monitoring and ensure objectives are attained
- Implement new methods to recruit and retain volunteers for all programs
- Implement best practices among the multi-county HICAP and Ombudsman programs
- Lead the Council's response to county RFPs, coordinating with program management, finance, development, and the CEO
- Collaborate with the finance department program management team and CEO to create and implement the annual budget
- Ensure that the Council is adhering to the strategic plan, delivering status reports to the board annually
- Implement new methodologies to broaden outreach and awareness of the Council on Aging and our programs
- Collaborate with the CEO, program management, finance and development to secure partnerships and funding that would expand the reach and impact of county contracts
- Collaborate with the CEO and leadership team to assess additional social enterprise and earned income programs
- Oversee the Human Resources Department, ensuring compliance with county contracts, as well as state and local regulations
- Oversee the outsourced IT provider relationship to ensure county contract compliance, enhancing operational efficiencies, while controlling costs
- Manage all real estate leasing relationships.
- Serve as the operational liaison to the board, effectively communicating operational, human resource and IT topics at board meetings

Team Development/Leadership

- Promote our culture of high performance and continuous improvement, which values learning and a commitment to quality
- Ensure staff members receive timely and appropriate training and development
- Establish and monitor assigned leadership team member performance and development goals, assign accountabilities, set objectives, conduct annual performance appraisals, and administer salary adjustments

Qualifications

- Bachelor's Degree in Business Administration, Marketing or Accounting (MBA Preferred)
- Financial management: 5 years
- Operations management: 7 years
- 10+ years of senior management experience in a non-profit organization, including supervisory responsibilities, community collaboration building, non-profit finance, fund development, project management, information systems and technology, government contract administration and negotiation, and a network of non-profit and private funder relationships
- Proven track record of success, facilitating organizational growth and development
- Professional leader who approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments
- Creative problem solver who exhibits excellent judgment coupled with negotiation and conflict resolution skills
- Leader with strong mentoring, and coaching skills, capable of inspiring teams with diverse levels of expertise
- Entrepreneurial team player who can multitask and maintain a sense of humor
- Confident leader who is self-reliant and results oriented
- Energetic, flexible, collaborative, and proactive leader who drives strategic, tactical operational, and administrative initiatives
- Exceptional written, oral, interpersonal, and presentation skills, coupled with the ability to effectively interface with program management, the board of directors, staff, volunteers, and members of the community
- Can provide proof of eligibility to work in the United States
- Able to successfully complete a Live Scan fingerprinting background check

Benefits

- Remote working one day per week
- Health insurance
- Dental insurance
- Life insurance
- Health savings account
- 403(b) retirement plan
- 10 Vacation days
- 11 Observed Holidays
- 4 Floating Holidays

Working Conditions: Physical 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.

While performing the duties of this job, the employee is regularly required to stand; walk; climb stairs and sit. The employee is occasionally required to stoop, kneel, or crouch and be capable of lifting 20 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee will regularly be required to work in the Irvine office and have personal workspace to accommodate remote working and Zoom meetings. Occasionally, the employee will attend external meetings in Orange County and in the Inland Empire as well as attend conferences, and special events. Employee must have a reliable method of transportation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The selected candidate will be required to perform duties outside of normal business hours at times. The position is based in Irvine and the employee is responsible for our offices in Riverside, Hemet, Palm Desert and Bishop, CA.

Equal Employment Opportunity

The Council on Aging – Southern California is committed to a policy of equal employment opportunity. All qualified applicants will receive consideration for employment without regard to race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status.

To Apply

Please submit cover letter, resume and salary requirements to HR@coasc.org