

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 services 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 developing a 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 financial and operational management, strategic planning, and implementation. In addition to the strategic components, the COO will be charged with developing and implementing policies and procedures in finance, human resources, outsourced IT, county contract compliance and general operations. 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 finance and operations, coupled with a solid track record of driving growth and profitability.

Strategy, Vision and Leadership

- Provide a strong day-to day 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 Directors.
- Lead the performance management process that measures and evaluates progress against goals for the organization.
- Advise the CEO and other key members of senior management on operations, human resources, financial planning, budgeting, cash flow, investment priorities, and policy matters.
- Maintain continuous lines of communication with the leadership team, keeping the CEO informed of critical issues.

Finance, Technology and Human Resources

- Oversee the 3-member finance department, including management of the controller
- Oversee the human resources and outsourced IT relationship
- Supervise the financial planning, budgeting, cash flow, investments, and policies
- Manage all banking and real estate lease relationships.
- Coordinate the annual operations plan and budget developed by the controller and leadership team
- Serve as the management liaison to the board and audit committee, effectively communicating financial, operational, and human resources topics at board meetings.

Team Development/Leadership

- Promote a culture of high performance and continuous improvement that 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, establish priorities, conduct annual performance appraisals, and administer salary adjustments

Operations

- Responsible for the day-to-day performance of all functions and activities of the organization.
- Upgrade and implement an appropriate system of policies, internal controls, accounting standards, and procedures.
- Plan, coordinate, and execute the annual budget process, working with the finance department and the management team to create and implement the budget.
- Ensure that the Council is adhering to the strategic plan, delivering status reports to the board semi-annually
- Provide analytical support to internal management team including development of internal management reporting capabilities.
- Improve administrative and operational accounting services including investments, the 403-B plan, government funding compliance tracking, and monthly financial reporting.

Qualifications

- Bachelor's Degree in Business Administration, Accounting or Finance (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, fund development, project management, information systems and technology, government contract administration and negotiation, private funding compliance and fiscal management.
- Experience with nonprofit finance and accounting regulations.
- 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 and innovative problem-solver with skills that include negotiation and conflict resolution skills.
- Leader with strong mentoring, coaching experience to teams with diverse levels of expertise.
- Entrepreneurial team player who can multitask and maintain a sense of humor.
- Superior management skills, capable of leading direct and indirect reports.
- Confident leader who is self-reliant, results oriented.
- Energetic, flexible, collaborative, and proactive leader who positively impacts both strategic and tactical finance, operational and administrative initiatives.
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, the board of directors and staff in multiple locations.
- 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 Organization office and have workspace to accommodate remote working and Zoom meetings. Occasionally, the employee will attend external meetings, 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