



## Job Description

**Job Title:** Chief Operating Officer (COO)  
**Responsible to:** CEO  
**Responsibilities:** The COO is responsible for the oversight of day-to-day operations and programming in addition to assisting with the strategic direction of the Helpline Center.

### **A. Oversee all operations of the agency programs**

1. In collaboration with the directors, ensure 24-hour coverage is maintained in Contact Center and appropriate coverage for other programs is maintained as necessary.
2. Work with the IT department on reporting program outcomes. Review and analyze reports regarding performance, including productivity, quality, service and adherence performance.
3. Build and foster a highly effective team environment, with emphasis on accountability and positive working relationships.
4. Ensure and maintain operational policies and procedures.
5. Ensure that the quality indicators for contractual agreements, strategic plans and the national standards are met.
6. Ensure the agency is positioned to mitigate and respond to community disasters, and emergencies.

### **B. Leadership**

1. Attend leadership and individual meetings with the CEO.
2. Assist with financial management, securing of funding.
3. Work with the CEO to build and maintain a balanced operating budget.
4. Coordinate with the CEO and leadership staff on emerging issues internally and externally.
5. Submit required reports and communication documents to the CEO.

### **C. Sustain positive community and funder relationships**

1. Work with contracting organizations to sustain contract agreements and work through concerns/disagreements in a diplomatic manner.
2. Coordinate with community organizations/groups/governments to position the Helpline Center as a collaborating partner.
3. Make recommendations to the CEO on potential new contracts/partnerships.
4. Represent the Helpline Center at meetings, events and through the media.
5. Pursue program development opportunities and sustainability

### **D. Sustain a positive culture within the organization**

1. Oversee an internal employee committee group focused on building a positive culture and organizational values
2. Work with the directors to develop leadership qualities.
3. Provide guidance with HR issues as necessary

**E. Serve as second in command to the CEO**

1. The COO will build a partnership with the CEO to strategically lead the Helpline Center to meet its mission.
2. The COO will have decision making power during times of the CEO's absence.
  - i. The COO will have the decision-making authority with regard to financial decisions, contracts, policy decisions and HR issues during the absence of the CEO.
  - ii. The COO will communicate to the CEO of any decisions made during their absence and seek guidance as necessary.
3. The COO will attend agency board meetings.

**F. Professionalism**

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency, demonstrate team participation and a workplace philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
4. Develop professional and personal growth through opportunities and involvement.
5. Interact closely with other agency leadership and CEO to facilitate agency-wide cooperation, coordination and communication.

**G. Additional Duties**

- a. At times, staff will be required to perform additional duties beyond those specified.

**Qualifications:** BS/BA with 10 years of experience with combination of leadership, operations, and program management. Passion for community and human services necessary. Demonstrated skills in written and verbal communication, along with excellent listening skills. Excellent initiative, organizational skills, flexibility, and desire to assist people. Offers of employment are contingent upon acceptable criminal background check.

**Hours:** Exempt FT position. Office hours, 8 a.m.-5 p.m. or as required.  
Updated: April 2024

Employee Signature

Date

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Supervisor Signature

Date

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