



JOB DESCRIPTION

Chief Operating Officer

Purpose:

The Chief Operating Officer (COO) is a key member of the executive leadership team, responsible for turning the organization's strategic vision into effective operational practices. This role provides leadership and oversight across multiple departments and sites, ensuring day-to-day operations are efficient, sustainable, and aligned with long-term goals. By continuously evaluating processes, identifying opportunities for improvement, and implementing innovative solutions, the COO strengthens internal infrastructure and fosters a culture of accountability, collaboration, and continuous improvement. The COO ensures that core systems—including contracts, compliance, facilities, technology, HR and daily operations enabling staff to deliver high-quality services to the community.

By continuously evaluating processes, identifying opportunities for improvement, and implementing solutions, the COO strengthens organizational infrastructure and fosters a culture of accountability, collaboration, and continuous improvement. Reporting directly to the Chief Executive Officer, the Chief Operating Officer (COO) provides strategic leadership and oversight of the organization's core operational functions.

Essential Functions:

- **Strategic planning and leadership**

- Collaborate with the CEO and Executive team to develop and execute team development and execute the organization's strategic and annual operating plans
- Translates strategy into actionable steps for each department, ensuring clear alignment with the mission.
- Provides visionary and inspiring leadership to the senior management team and staff fostering a high performing, collaborative and inclusive culture.
- Serves as key liaison to the board of directors on operational and performance matters, presenting reports and seeking feedback.
- Provide strategic oversight of the human resources function, including talent development, performance management, employee relations, compensation and benefits.

- **Contract Management:**

- Manage procurement processes and funding contracts, vendor agreements, and leases as well as non-financial partnership agreements
- Communicates grant obligations to programs team, conducts biannual internal monitoring to ensure compliance, and liaises with funding monitors. Oversees corrective action and quality improvement plans.
- Serves as the agency liaison for vendor relationships, including but not limited to lease agreements and 3rd party janitorial, security, office equipment, and information technology service providers.

Provides regular contract status reports to the CEO/Board of Directors.

- **Financial Oversight:**

- Partner with the Chief Financial Officer (CFO) to develop and manage the annual operating budget, ensuring fiscal accountability across all departments.
- Analyze financial reports and performance data to identify areas for improvement and guide resource allocation decisions.
- Implement and upgrade internal controls and financial policies to ensure compliance and proper fiscal management.

- **Partner and Stakeholder Relations**

- Serve as liaison to corporate partners and City representatives.



Tempe Community Action Agency

- Stakeholder Relations: Maintains and builds trusted relationships with key partners, funders, and stakeholders (added from the section below)
- Coordinate grant reporting and administration to ensure compliance with funder requirements
- **Logistics and Operations**
 - Facilities, Inventory, and Communications: Oversees facility and space utilization, space planning, management, safety, security, inspections/licenses, and supplies. Manages vehicle fleet including ensuring regular maintenance and training for safe operation of agency vehicles. Maintains asset inventories.
 - Information Technology Support: Serves as liaison to the IT Managed Services Provider (MSP).
 - Risk Management: Conducts regular risk assessments and responds to and manages emergencies, incidents, and customer grievances
 - (moved this statement up to the previous section)
 - Policy and Procedures: Defines, implements, and enforces administrative policies and guidelines for the organization as it relates to areas under the position's responsibility.
 - Cultivate and reinforce the organization's values through effective HR policies and practices
 - Board of Directors Support: provides staff support to the board of directors and relevant committees and task force groups. Addresses recordkeeping needs and annual updates to essential information inventory.
 - Other duties as assigned

Qualifications Requirements:

- Bachelors (BA/BS) degree required. Master's degree preferred.
- Requires a minimum of 10 years' experience working in an operations role and five years' experience in a management or leadership capacity.
- Broad functional experience in areas of strategic planning, business acumen, budgets, revenue generation and expense control, communications systems, and facility management
- Expertise in contract management, procurement, and risk management
- Demonstrated ability to lead, influence, and get results through others
- Excellent communication and presentation skills to diverse population
- Proven track record of success in improving business, operations, and financial results
- Ability to handle multiple priorities, effective organizational and time management skills
- Strategic, creative, problem solver capable of working well independently and as a part of a team.
- Purpose-driven, initiative, resourcefulness and an ability to inspire others, creatively problem-solve and work collaboratively with staff and volunteers.
- Ability to thrive in a small nonprofit and wear multiple hats, as needed.
- Highly proficient in Microsoft Office programs and online data management systems. Ability to perform data analysis for informed decision-making.
- Analytical and detail-oriented; ability to analyze data and arrive at sound conclusions

License and Certification:

- Ability to obtain a Level One Fingerprint Clearance Card and eligible for Central Registry Clearance.
- Valid drivers' license and clean driving record. Personal vehicle for business use

Status: Full Time/Exempt

Hours: Monday – Friday 8am-5pm, subject to periodic change

Salary: \$90k-\$115k depending on experience



Benefits: At TCAA, we believe that our employees are our greatest asset. To show our commitment to their well-being and professional growth, we offer a comprehensive benefits package designed to support and enhance work-life balance. Our key benefits and rewards for most positions include, but aren't limited to:

- 14 paid holidays annually
- Accrued vacation and sick time that increases with tenure
- Medical, dental and vision insurance including PPO and health savings account options, with employee medical premiums covered at 100% by TCAA
- Life insurance, disability benefits, accident coverage, and retirement
- Employee Assistance Program
- Simple IRA with company match up to 3%
- Annual merit-based Increases in July after 9 months of employment
- Flexible work schedules and hybrid options for certain positions
- Paid time off to volunteer

TCAA is an Equal Opportunity Employer

Tempe Community Action Agency is committed to maintaining and promoting a diverse, inclusive, accessible and equitable environment where all employees are welcomed, respected and valued regardless of age, race, ethnicity, religion, national origin, sexual orientation, gender identity or expression, disability/medical condition, or any other status. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and organization's achievement as well. We recruit and retain individuals with backgrounds and skills from across the professional spectrum who join our organization because they want to make a real difference in the lives of our neighbors.

