Position Description

Position Title: Chief Operating Officer
Reports To: CEO
Classification: Full-Time
FLSA Status: Salaried Exempt
Direct Reports: Directors of Recruitment & Selection, Community Partnerships, and Development, Lead for Minnesota Executive Director, and Operations & Finance Associate.

Position Summary
Responsible for the leadership and risk-management of all operational functions and strategies to include developing a high-performance culture, effective systems and processes, and assisting with the development and execution of LFA’s strategy to ensure its mission and vision are reality.

Essential Functions
Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by individuals in this role. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.

▪ Work in partnership with the Co-Founder & CEO to create strategic direction and operational goals for the organization and ensure processes and approaches are implemented and effectively executed to achieve them.
▪ Lead all day-to-day finance operations with responsibility over budgeting, financial reporting and compliance, AR/AP, payroll, and external funding administration. Will ensure that effective systems, business partnerships, and procedures are in place to support compliance, proper stewardship, and efficient operations.
▪ Oversee and execute effective strategies that support team member training, development, compensation and benefits, employee relations, and talent management and acquisition. Will ensure that systems, business partnerships, and procedures are in place to support compliance, risk mitigation, and efficient operations.
▪ Instill a human capital development and coaching culture within LFA that supports open and prolific dialogue, strong engagement, and retention of staff.
▪ Provide strong day-to-day leadership and development for a group of diverse, talented individuals responsible for fellow recruitment and selection, community partnerships, development, operations and finance administration, and Lead for Minnesota.

Qualifications
Education
BS degree in Business, Finance, Non-Profit Administration, or related field required; MBA preferred.

Experience
Previous operational management experience within a civic-minded, non-profit organization required. Experience as a board member of a non-profit organization familiar with nonprofit finance and accountability desired.
Knowledge, Skills, and Attributes

▪ Mission/Vision: able to support and articulate the organization’s mission, goals and objectives in a positive and inspirational manner.

▪ Strategic Vision and Agility: ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan; ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment.

▪ Operational Management: understanding of strategic planning, finance, systems, HR, and risk management, and ability to recognize and align effective business partnerships to support each where needed; manage confidential information with discretion and care.

▪ Communication: relate well with all types of people; patience to hear others out and build rapport with dignity and tact; promote and demonstrate collaboration; relay information that is sufficiently detailed and promotes desired results.

▪ Leadership: effective capacity for managing and leading people and scaling up organizations; ability to connect staff on an individual- and team-based level; capacity to impose accountability, develop and empower leaders from the bottom up; cultivate entrepreneurship and learn the strengths and weaknesses of the team so as to put people in a position to succeed.

▪ Results-Oriented: mindset for exceeding goals; high standard for excellence and attention to detail; ability to balance the delivery of programs against the realities of a budget; provide accurate results that are well thought-out and complete; exhibit high standard for excellence and attention to detail.

▪ Capacity Building: ability to effectively build organizational and staff capacity, selecting and developing highly qualified team members and the processes that ensure the organization runs smoothly.

▪ Action Oriented: strong work-ethic; ability to act and react as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary.

Physical Requirements and Working Conditions

This position requires:

▪ Normal periods of sitting, standing and walking, typically in an office environment.

▪ Type/enter data on keyboard.

▪ Normal vision and hearing (with or without correction).

▪ Speaking one-on-one and in a group setting.

Majority of work is performed inside an office building and temperature controlled. Must be able to attend and participate in outdoor events in various weather conditions. Level of noise is usually moderately quiet.

Acknowledgements:

All the above duties and responsibilities are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties and responsibilities or requirement and employees may be required to perform other job-related duties as requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.