



Job Title: CHIEF OPERATING OFFICER

FLSA Status: Exempt –Full Time

Summary of Job:

Headquartered in Grand Rapids, Early Learning Neighborhood Collaborative has implemented the ELNC model within three communities- Grand Rapids, Battle Creek and Kalamazoo. The Chief Operating Officer (COO) is an executive leadership position, reporting to the President and CEO, providing strategic leadership, management, and guidance to Directors of HR, Data/Evaluation, Compliance, Fund Development/Communication and Operations.

The COO will ensure that ELNC's impact and leadership goals and objectives are achieved and will participate with Executive Leadership in development and implementation of ELNC's strategic plan. The COO will be an experienced change maker, be a leader within nonprofit, civic and social sectors in the region and beyond.

Chief Operating Officer reports to the President and Chief Executive Officer

Direct Staff Supervised:

HR Director, Data/Evaluation Director, Implementation (compliance) Director, Fund Development/Communications Director and Operations Director

Other Key Relationships:

The Chief Operating Officer will work closely with the Chief Impact Officer, Chief Finance Officer and interact and develop relationships with ELNC Staff, partners, parents, community partners, volunteers and other community early childhood program peers.

Essential Job Functions:

1. Overall responsibility for the financial management of the organization including but not limited to:
 - a. Co-development of Annual Budget with Chief Financial Officer
 - b. Co-analysis of management reports and financial data in comparison to budget, benchmarks and operating plans.
2. Overall responsibility for the Fund Development/Communication activities of the organization including but not limited to:
 - a. Development of Annual Plan for Fund Development and Communication including milestones and benchmarks
 - b. Analysis of management reports in comparison to annual plan

3. Overall responsibility for the Human Resource activities of the organization including but not limited to:
 - a. Development of HR Annual Plan outlining recruitment and retention strategies for ELNC staff including milestones and benchmarks.
 - b. Analysis of HR reports in comparison to annual plan
 - c. Ensure compliance with federal and state laws and regulations.
4. Overall responsibility for the Data/Evaluation activities of the organization including but not limited to:
 - a. Development of Data/Evaluation Annual Plan outlining efficient organizational performance measurement systems that allow accurate, reliable information collection and reporting including milestones and benchmarks.
 - b. Analysis of management reports in comparison to annual plan
5. Overall responsibility for the ELNC Implementation (activities of the organization including but not limited to:
 - a. Development of Quality/Compliance Annual Plan outlining monitoring activities, professional development and technical assistance to ensure fidelity of the ELNC model including milestones and benchmarks.
 - b. Analysis of management reports in comparison to annual plan
6. Overall responsibility for the Operations activities of the organization including but not limited to:
 - a. Development of Operations Annual Plan for operating systems, replacement of capital assets and technology including milestones and benchmarks.
 - b. Analysis of management reports in comparison to annual plan
7. Participate in appropriate Board of Directors committee meetings and work directly with committee chair. Attend and participate at Board of Directors meetings and other functions that may apply.
8. In conjunction with the President and Chief Executive Officer, Chief Impact Officer and Chief Finance Officer ensure strategic plan is updated and reported to Board of Directors including benchmarks and milestones.
9. This position will lead the organization's succession plan by working with each department to create formal plans for each.
10. All other duties as assigned.

Essential Competencies Required:

- Flexibility/Resilience – The ability to adjust to and thrive in a complex and changing environment; handles setbacks and failures with professionalism and candor; effectively and appropriately responds in the face of adversity or conflict.
- Ability to Multi-Task – The ability to handle multiple tasks and assignments; prioritizes more important tasks while maintaining a good handle on others; reports in a timely manner any barriers to task completion level ample opportunities for supervisor to adjust deadlines.
- Results-Oriented Thinking and Behavior – A genuine concern for effectiveness. Possesses the desire to get the job done with excellence; mentally is focused on getting the best results for actions taken; does not settle for mediocrity.

Knowledge, Skills and Abilities:

- Knowledge of complex helping systems, professions, and organizations and how they affect children and family welfare, and the multiple uses of such systems, professions and organizations to deliver services.
- Knowledge of safety regulations, practices and procedures.
- Ability to work well with others in a team approach.
- Ability to communicate effectively, both orally and in writing.
- A successful track record in setting priorities; keen analytic, organization and problem-solving skills which support and enable sound decision making.
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- A multi-tasker with the ability to wear many hats in a fast-paced environment.

Additional requirements of the position:

- Position is identified as having regular contact with children in accordance with public law; therefore, a criminal background check must be completed.
- Program activities frequently take place in the center/site (permanent and mobile), family homes, and other community locations.
- Walking, standing, bending, and carrying of small and light objects.

Minimum Required Education and Experience:

- Education: Bachelor's degree (B.A.) in business management or related field. Master's degree in related field and /or any equivalent combination of education and experience preferred.
- Experience Required: Minimum of 5 + years Executive Management experience.
- High level of proficiency in digital skills is required.
- Extensive knowledge in ELNC operations is preferred.
- Knowledge of computer web-based programs, Word, Excel and PowerPoint
- Proven Self Starter