



Chief Operating Officer NeighborWorks® Community Partners

Position Title:	Chief Operating Officer
Organization:	NeighborWorks Community Partners
Position Status:	Full Time – 37.5 hours per week/Exempt
Reports To:	Chief Executive Officer
Works Closely With:	Senior Leadership Team
Duty Station:	Buffalo, Niagara Falls, or Rochester
Organization:	NeighborWorks® Community Partners
Direct Reports:	Up to 5
Salary Range:	\$85,000 - \$100,000, with annual cost-of-living adjustment, opportunities to earn a merit increase and year-end bonus
Benefits:	NCP offers a comprehensive benefits package including a generous health Benefit stipend, 15 days accrued PTO in first year, 13 paid holidays, medical, Dental and vision insurance, supplemental short-term disability insurance, Long-term disability insurance, and life insurance.

NeighborWorks® Community Partners is on a mission to build and strengthen communities. We are a nonprofit organization that works with thousands of individuals and families across Western NY each year to buy, repair or keep their homes and grow a vibrant community around them. We also offer affordable rental housing in Buffalo and Niagara Falls and are looking for a Chief Operating Officer who believes in the positive impact of such on individuals, families and the community at large.

As an organization, NCP values Partnership, Diversity, Innovation and Risk-Taking, Sustainability and Integrity. If these values align with your own and the thought of working in a team environment to deliver superior quality customer service appeals to you, we are interested in hearing from you!

JOB SUMMARY:

The Chief Operating Officer (COO) is an executive position at NeighborWorks® Community Partners (NCP) and is responsible for execution of the organization's operating plan across western NY. The position plays a critical role in helping NeighborWorks® Community Partners deliver high quality programs across Western New York and will drive the overall outcome strategy for the organization through local program offerings. The COO will develop deep knowledge of each project, program operations and the organization's strategic plan. The COO also coordinates ITS and marketing needs with relevant staff, including the CEO, to ensure marketing and ITS fosters the success of the organization's housing programs.

Responsibilities

Program Leadership & Management:

- Works closely with the CEO and leadership team to develop consistent program outcomes across local programs in order to align with the regional strategic direction of NCP
- Support the senior leadership team in making steps toward programmatic consistency and sustainability
- Ensure ongoing programmatic excellence through regular outcome assessment; proactively recommending and driving improvements as necessary; set standards for accountability and measurements of success
- Work collaboratively with the senior leadership team to integrate cross-program activities and functions
- Proactively lead the leadership team by monitoring timelines, providing direction and communicating on key issues that will empower them to gain results and achieve program goals

External Relationships:

- Support CEO in building strategic partnerships in existing and new regions, with both current and prospective partner organizations
- Establish and maintain high-level contacts with a wide variety of industry and non-industry individuals and groups who are in a position to compel/promote NCP's story, mission and goals

Fund Development:

- Analyze organizational goals and objectives to develop a clear picture of the necessary resources required to deliver on its intended program outcomes
- Cultivate existing relationships and work with the CEO and staff to develop new funder relationships
- Provide support to program leadership team on local and/or regional government applications

Other:

- Gain understanding of and foster the internal culture within NCP consistent with the organization's mission, vision, and values
- Provide supervisory support to local Customer Journey Specialists in alignment with program and marketing strategies; this includes but is not limited to hiring, training, scheduling, and job performance measurement
- Ensure the best-possible customer service experience across local offices
- Manage marketing strategy to articulate NCP's desired image and position, assure consistent communication of image and position throughout the NCP service area, and assure communication of image and position to all constituencies, both internal and external
- Responsible for managing marketing contractors that assist in carrying out the strategy (Social media, content development, website maintenance, etc.)
- Oversee the branding of all NCP internal print and electronic materials such as program presentations, letterhead, and other office documents that contain the logo

- Work with the board’s Marketing Committee to achieve marketing/communications/public relations mission, goals and financial objectives. Ensure that evaluation systems are in place related to these goals and objectives and report progress to the CEO and Board
- Development and implementation of annual operating plan, consistent with strategic plan and budget, and approved by CEO
- Coordination of budget with Finance Department to ensure budget is consistent with strategic and operating plans
- Work with Director of Reporting and Compliance on reporting for all programs across all organizations as needed for funders, the Board of Directors, public relations, etc. (including utilization of ITS/Salesforce to minimize time spent by staff working on reports)
- Ensuring staffing needs are met for NCP’s housing programs

Qualifications

The COO will be thoroughly committed to NCP’s strategy and mission and should have demonstrated leadership, coaching, and relationship management experience and strong demonstrated success managing funder relationships.

Required Qualifications

- Advanced degree preferred, with 8+ years of management experience
- Unwavering commitment to program excellence with the ability to achieve strategic objectives, and manage a budget
- Strong demonstrated fundraising experience with the ability to engage a wide range of stakeholders including advisory groups, coalitions, forums, community groups, foundations and corporate sponsors
- Ability to work effectively in collaboration with diverse groups of people
- Integrity, positive attitude, mission-driven, and self-directed with a commitment to working collaboratively with a management team of senior professionals
- A track-record of effectively leading a performance-based and outcome-based program and staff
- Demonstrated ability to create operationalized strategies that have taken a program or organization to the next stage of growth
- Be able to serve as a “player/coach” to motivate and mentor a team
- Exceptional written and verbal communication and influencing skills; be a persuasive, credible and polished communicator with excellent interpersonal and multidisciplinary project skills
- Solid judgment and apparent leadership skills
- Is able to handle a variety of constituencies, manage multiple tasks simultaneously and thrive in a complex environment with multiple priorities
- Strong analytical skills; basic business intuition, and common sense

KNOWLEDGE, SKILLS, ABILITIES

- Thorough working knowledge of affordable housing, including local, state, and federal housing rules and regulations

- High level of familiarity with various software programs such as Windows, MS Word, Excel, PowerPoint, Salesforce, Compass, etc.
- Strong organizational and communication skills
- Ability to work under short timeframes and on multiple projects at the same time
- In-depth working knowledge and familiarity with the Operations and IT parts of the NCP engine

KEY SKILLS AND ATTRIBUTES

Customer Service – Works with the NeighborWorks® Community Partners team(s) to provide first class customer support to internal and external stakeholders. Providing timely, accurate follow up and communication is a critical component to success in this role.

Strong Communication - Is outgoing, personable and passionate about working with people. Ability to communicate strategy to necessary stakeholders and work with program staff to resolve various issues and challenges. Provides regular and consistent communication to department staff, senior managers, and the Board of Directors as necessary.

Self-Starter & Team Player – Takes initiative, possesses a strong sense of ownership, and is dedicated to ensuring a quality brand presence at all times. Inspires the trust and confidence of others, for successful collaboration with daily tasks, occasional projects and the attainment of knowledge necessary to ensure success in operational outcomes.

Willingness to Learn & Grow – NCP utilizes the DiSC® Personality Assessment Tool to help its staff understand themselves, learn strategies to improve interaction with others and achieve higher workplace satisfaction and results. Organizational culture building is a priority to NCP and the Chief Operating Officer plays a key role in this.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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. **We are an Equal Opportunity Employer.**

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the employee is not exposed to weather conditions. The noise level in the work environment is usually moderate.

If you wish to apply, please submit a Cover letter and resume to:
jobs@nwcommunitypartners.org

No phone calls please.