

# Chief Operating Officer



Organization Texas Network of Youth Services (TNOYS)	Date March 2022
Position Title Chief Operating Officer	Location Austin, Texas

## POSITION DESCRIPTION:

The Texas Network of Youth Services (TNOYS) seeks a Chief Operating Officer (COO) to oversee all operational aspects of the organization and drive financial strategy and planning in collaboration with the Chief Executive Officer (CEO). The COO reports to the CEO with a focus on operationalizing strategy and implementing daily operations, aligned with TNOYS goals and strategies. The COO is responsible for TNOYS' financial health through the development of short and long-range financial plans, budgets, grants, and contracts, and broader cash-flow operational policies. The COO assures the delivery of excellent, integrated, culturally responsive human resources services with measurable results. He/she/they must be able to work efficiently in a fast-paced environment that requires an ability to adapt to shifting priorities, a sense of urgency, and a commitment to excellence. They must be comfortable in an atmosphere that requires creativity, initiative, and a sense of humor. Key skills we are hoping the COO brings to TNOYS include strong analytical, managerial, communication, and leadership skills.

The COO must value diversity, equity, and inclusion and demonstrate a commitment to positively impact youth outcomes across youth-focused systems: housing and homeless services, child welfare, justice, education, workforce, health and behavioral health, and victim and survivor services. **Individuals with lived experiences with these systems are encouraged to apply.** This is a new position, as such, we'll be building and adapting the specific responsibilities of the job to best support our team and advance our mission. Generally, the COO will be responsible for:

- **Financial Oversight 35%:** Working with our bookkeeper and accountant, managing finances, paying bills and tracking spending, developing and managing the budget and cash flow forecasting.
- **Human Resources 25%:** Lead hiring, onboarding, and exit interviews; handle human resources aspects of employee experience such as staff development, payroll, benefits, and policies.
- **Strategic planning 25%:** Build organizational metrics and track success, support strategic planning, oversee data management and reporting systems such as Salesforce.
- **Contract management 15%:** Ensure we meet all requirements of our contracts, grants, and partnerships, including vendor/contractor payment and reporting.

**Reports to:** Chief Executive Officer

## **Principal Responsibilities:**

### **Financial Oversight:**

- Collaborates with the CEO on financial aspects of strategic planning initiatives.
- Provides leadership, oversight and management of the day-to-day operation of the organization including managing, supporting, and developing the Operations team.
- Oversees all fiscal aspects of the organization including, but not limited to, payroll, accounts receivable, accounts payable, accounting, reimbursement requests, and bookkeeping.
- Supports the development and oversight of the annual operating budget in collaboration with the CEO.
- Plans and prepares forecasts of the financial condition of the organization.
- Establishes an effective financial modeling system for strategic planning to aid the CEO and the Board in making strategic decisions.
- Maintains compliance with governmental regulations and changing regulatory environment by staying current on law and regulations that may affect compliance.
- Establishes policies, procedures, standards and strategies for areas of responsibility and provides appropriate internal controls and strengths to safeguard TNOYS assets.
- Oversees the risk management function and purchases property, casualty, liability and workers compensation insurance.
- Take lead on coordinating yearly audit and requisite federal/state submissions.
- Manage all fiscal aspects of TNOYS AmeriCorps program including maintaining correct information in egrants, etc.

### **Human Resources:**

- Oversees organization operations and supports the CEO and Directors in ensuring employee productivity, building a highly inclusive culture ensuring team members thrive and organizational outcomes are met.
- Manages human resources including employee relations, benefits and compensation, and safety for employees.
- Oversees and directs implementation and administration of employee benefit programs such as health insurance, dental insurance, disability insurance, life insurance, workers compensation, employee assistance, retirement and other.
- Conducts performance evaluations that are timely and constructive. Support Directors with their performance review schedules and processes. Handles discipline and termination of employees as needed and in accordance with company policy.
- Staff Development strategy, execution, and oversight; coaching management staff on day to day staffing challenges and overall staffing plans. Ensuring scorecards and performance review processes hold staff accountable for their performance and motivates staff to improve their performance continuously, thereby improving the organization.
- Assist with hiring and onboarding oversight; outlining strategy and procedures, and providing ongoing coaching on hiring, onboarding, and performance metrics.

- Assists with, or prepares and updates, organization's operations manuals. Makes recommendations and updates internal Policies & Procedures.
- Assists with articulating, modeling, and coaching teams on organizational mission and values.
- Ensures TNOYS recordkeeping compliance and maintains appropriate documentation in personnel files.
- Serves as the Primary Fiscal Contact for the TNOYS AmeriCorps program responsible for on-boarding contractors and service members in accordance with all applicable rules and regulations, including overseeing timesheets, member service agreements, slot conversions, and background checks, as required.

#### **Strategic Planning:**

- Collaborates with the CEO in Board of Directors activities and development and liaises with the Board of Directors Governance Committee and Treasurer.
- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Translates strategy into actionable goals for performance and growth helping to implement organization-wide goal setting, performance management, and annual operating planning.
- Analyzes internal operations and identifies areas of process enhancement to ensure TNOYS continuous improvement through data, identify areas of inefficiencies and streamline processes.
- Oversees and implements all TNOYS technology systems such as G-suite, Salesforce, etc., including but not limited to, ensuring staff training, embedding technology utilization into staff daily processes, and aligning organizational goals and objectives into technology systems.

#### **Contract management:**

- Oversees organizational contract development and management activities, and enforce organizational principles of integrity and compliance.
- Ensures that contracts and proposals are properly entered into organizational databases and securely maintained.
- Develops standards for contracts, including presentation of budget, payment terms, general language and provisions.
- Creates and executes contract budget amendment(s) in consultation with funders and TNOYS leadership, as needed.
- Conducts contract strategy meetings to identify issues and requirements, facilitates pricing discussions, and obtains management input on timelines and deliverables.
- Ensures the organization's internal contract documents are accurate and well maintained.

## Qualifications:

- Master degree in Public Administration or Business Administration or other relevant field and 10+ years of related professional experience. Lived experience and significant related professional experience (15+ years) in related positions can be substituted for education requirements.
- Proven ability to organize, prioritize and complete multiple types of financial and administrative tasks.
- Experience effectively managing a team and overseeing the professional development of staff.
- 5+ years overseeing or managing grants and / or contracts for services.
- Strong attention to detail and accuracy; persistent follow-through skills.
- Must show a high level of discretion with confidential and sensitive information.
- Ability to work in a fast-paced environment and be a key contributor to our team.
- Has an eagerness to learn, adapt, and improve processes by researching & suggesting new ideas.
- Strength in multi-tasking, goal-setting and problem solving, often under tight deadlines.
- Solid organizational, written and oral communication skills; ability to effectively communicate to all levels within an organization.
- Experience with accounting software such as Quickbooks.

## Salary & Benefits:

Competitive annual salary ranging from \$85,000 - \$105,000 depending on qualifications. Comprehensive benefits package, including medical & dental coverage, generous vacation, etc.

## How to Apply:

Please send a resume and cover letter to [resumes@tnoys.org](mailto:resumes@tnoys.org) and write “Chief Operating Officer” in the subject of email. Applications will be reviewed on a rolling basis and the posting will close on **March 27, 2022**. Interviews will be scheduled on a rolling basis.

## About TNOYS:

TNOYS works to strengthen services and support for Texas youth and families to help them overcome challenges and achieve healthy development. We work with young people across Texas to center their voices in the policies and programs that most affect them. Our network of members share a vision of Texas where all youth and young adults are valued, their strengths are recognized, their voices are heard and respected, and they have access to the resources, opportunities, and support they need to meet their goals.

*TNOYS is an equal employment opportunity employer and strongly encourages diverse candidates to apply. TNOYS does not discriminate on the basis of race, color, religious creed, sex (including pregnancy), gender, national origin, ancestry, citizenship, age, medical condition including genetic characteristics, mental or physical disability, veteran status, marital status, sexual orientation, gender identity, (including transgender status), weight, height, linguistic characteristics (such as accent and limited English proficiency, where not substantially job-related), citizenship status, or any other basis prohibited by law.*