



Chief Operating Officer Job Description

Department: Administration

Williamson County Children's Advocacy Center's (WCCAC) mission is to provide hope, healing, and justice for children and families impacted by abuse, violence, and exploitation in our community. We envision a community where children grow up safe and free from abuse. From the environment we create to our expertly trained staff, we strive to reduce the emotional trauma for children and their non-offending family members.

The culture of the Williamson County Children's Advocacy Center is built on our shared core values – Compassion, Integrity, Community, and Vision. Compassion and Integrity mean that we work together and make decisions for the greater good – with open, honest, and respectful communication, taking responsibility for what we do and say. Community means that we provide a safe, welcoming, supportive environment that encourages balance, wellness, and team spirit; we create connections through acts of service both inside and outside the organization. Vision means that we learn from our failures, following our relentless curiosity and striving to improve, learn, and grow by asking questions, seeking knowledge, and stretching beyond our comfort zone.

We hire, fire, review, reward, and recognize our teammates based on these characteristics, so it's important that you share these values in order to be part of our team.

POSITION OVERVIEW

The Williamson County Children's Advocacy Center (WCCAC) is a nonprofit that provides free services to child victims of abuse and their non-offending caregivers and other family members.

This position reports directly to the CEO and serves as a member of the Executive Leadership Team. The COO is responsible for enhancing the internal organization processes and infrastructure that will allow the CAC to continue to grow and fulfill its mission. The COO performs highly advanced managerial work providing direction and guidance to the CEO and WCCAC. Work involves developing policies, reviewing guidelines, procedures, rules, and regulations; establishing priorities, standards, and measurement tools for determining progress in meeting goals; coordinating and evaluating program activities; and developing and approving budgets. This position plans, assigns, and supervises the work of all directors and works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

Reports To: Chief Executive Officer

Commitment Type: Full Time (40 hours a week)

Base of Operation: Round Rock, Texas

Salary: Based on Qualifications, Exempt

Benefits: IRA 3% matching; Health, Dental, Vision, Life and AD&D Insurance; Medical Bridge and Insurance Cafeteria Plan; Employee Assistance Program (EAP); PTO

ESSENTIAL DUTIES AND RESPONSIBILITIES

Working with the CEO

- Increase the effectiveness and efficiency of support services through improvements to each function (HR, IT, Finance)

- Oversee and develop business policies and operating procedures and practices
- Support and advise the CEO in decision making
- Oversee and manage all agency contracts
- Manage risk and insurance
- Develop staff incentives and improve workplace environment
- Serve as liaison to legal counsel

Administration/Finance/Grants

- Work with Director of Finance to develop annual operating budget
- Propose capital expenditures necessary for the efficient operation of the CAC.
- Coordinate with the directors of Programs, Clinical Services, Community Engagement, and Finance on all grant reporting, and ensure compliance
- Ensure personnel policies and procedures are appropriate for the effective and efficient functioning within the working environment and the protection of staff
- Review policies and procedures annually and recommend needed changes to the Management Team.
- Oversee timely maintenance and agency records and reports for staff and participants, and ensure record security
- Ensure confidential and sensitive information is secure within the CAC and among staff and MDT partners
- Oversee the preparation and submission of grant statistical reporting for federal, state, and local grant funding opportunities in coordination with the CEO and Director of Finance
- Maintain Board of Director logs for required documentation, meeting attendance, terms, contact information, and annual giving
- Attend trainings and conferences as required
- Assist with other duties as requested by the CEO

Human Resources

- Manage and oversee the human resource function for the CAC, including:
 - Recruitment, hiring, and compensation
 - Benefits administration and oversight
 - Professional training and development, including new employee orientation
 - Retention strategies
 - Regulatory oversight and legal compliance
 - Oversight of the human resource function to ensure it is properly resourced and represented within the senior management team
 - Records management

Operations

- Oversee the maintenance and updating of all internal policies and procedures, and ensure they are reviewed and updated annually
- Oversee agency facilities and equipment and ensure all are maintained in a condition to promote efficiency, health, comfort, and safety. Evaluate and justify supply needs and purchases
- Provide office management by overseeing administrative functions for the CAC office, including ensuring smooth daily operation of physical equipment

- Develop and maintain equipment inventory and tracking
- Act as a staff liaison to relevant Board committee members

Facility

- Procure and manage contracts
- Oversee building and grounds maintenance
- Oversee cleaning and janitorial services
- Manage health and safety at the facility
- Manage security
- Oversee utilities and communications infrastructure
- Manage facility space

Leadership and Systems Thinking

- Incorporate ethical standards of practice into all interactions with individuals, organizations, and communities
- Ensure availability and use of professional development opportunities for all WCCAC staff
- Ensure continuous improvement of individual, program, and organizational performance (e.g., mentoring, monitoring process, adjusting programs to achieve better results)

Programs

- Manage and oversee programmatic activities
- Evaluate and provide feedback to directors
- Provide strategic planning and set goals for each program

Other Information

- Position involves work with sensitive information about child abuse victims and partner agency personnel at supervisory and front-line levels
- Desirable personal qualities include tact, good judgment, flexibility, a positive attitude, high professional standards and ethics, and an ability to get along with a variety of people from various disciplines
- Employment is dependent upon the successful completion of a background check, including criminal, CPS, and sex offender clearances
- WCCAC is an Equal Opportunity Employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status, or sexual orientation, in accordance with federal and state law.

CURRENT MANAGEMENT OVERSIGHT

- Director of Finance
- Finance Assistants
- Front desk/receptionist staff

QUALIFICATIONS AND SKILLS

- Master's Degree in Business Administration, Nonprofit Management, Social Work, or other related Human Services field or equivalent work experience
- Experience in a nonprofit organization (ideally direct care) and management preferred
- Demonstrated experience in operations management and planning with previous experience overseeing human resources, day-to-day operations, agency policies and procedures, contracts, risk management, and legal matters
- Excellent computer skills and proficiency in Microsoft Excel, Word, and Outlook
- Skill in organizational development, personnel management, budget and resource development, and strategic planning; demonstrated success developing and monitoring systems to manage both operational and programmatic work that involves high levels of collaboration
- Excellent people skills, with an ability to partner with a dynamic leadership team
- Personal qualities of integrity, credibility, and commitment to the mission of the CAC
- Flexibility and an ability to multi-task; ability to work within an ambiguous, fast-moving environment while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems

Experience

- 7 years of experience in a socially responsible organization with progressive experience leading and at least 3 years of experience in operational/administrative management
- Excellent written and oral communication skills, organizational skills, computer skills, and collaborative capabilities
- Proficiency with Financial/Accounting management systems, Microsoft Windows XP and 7 Operating Systems, Word, Excel, and Outlook
- Proven leadership within a team of diverse individuals
- Prior experience in employee relations, talent acquisition, and staff development
- Proven experience in operational organization and development
- Experience in grant writing and requests for funding, preferred

Physical Requirements:

- Must be mobile and able to bend, stoop, reach, and moderately lift (up to 30 pounds)
- Must be able to sit or stand at a workstation and/or a computer screen for up to 2 hours at a time

***Applicant must live in Williamson County**