



## **Housing Solutions of Northern Arizona Job Description**

**Position Title:** Chief Operating Officer

**Employment Details:** Full Time  
Monday to Friday 8 a.m. to 5 p.m.  
May be able to flex schedule, based on work demands  
Some nights and weekends  
On-call for tenant emergencies and staff support  
Exempt Position  
Salary starting at \$70,000 DOE.  
Benefit eligible (Benefits include paid time off, paid holidays, health stipend, Simple IRA match retirement, contribution and Employer Assisted Housing benefit for first-time homebuyers)

**Job Location:** 2304 N. Third St.  
Flagstaff, AZ 86004

### **Housing Solutions of Northern Arizona History:**

Housing Solutions of Northern Arizona, Inc., is a local 501(c)3 nonprofit organization whose mission is to build opportunity for sustainable, affordable housing in northern Arizona. Founded in 1990, as the Affordable Housing Coalition and previously known as BOTHANDS, the organization's main programs include housing counseling, construction of affordable housing, ongoing property management for affordable, permanent rentals, advocacy and community education, and Sharon Manor, a transitional housing facility for homeless victims of domestic violence. The Mission of Housing Solutions of Northern Arizona is to build opportunity for sustainable affordable housing in Northern Arizona.

### **Housing Solutions of Northern Arizona's Non-Discrimination Policy:**

Housing Solutions of Northern Arizona, Inc. is an equal opportunity employer and provides equal employment opportunities to otherwise qualified individuals without regard to age, race, color, gender, sex, pregnancy, sexual orientation, ethnicity, national origin, religion, marital or familial status, disability, or veteran status. The practice of non-discrimination applies to all employees, volunteers, applicants for employment and applicants for volunteer opportunities, and to all terms and conditions of employment.

### **Summary:**

This is a very hands-on position, including working closely with the CEO, retail store operations, transitional housing program operations, development and administrative departments to execute agency initiatives. Reporting to the CEO, the Chief Operating Officer serves as an integral member of the senior leadership team and is responsible for overseeing all aspects of day-to-day activities. The COO leads internal teams to manage and support the following areas:

- **Sharon's Attic Thrift Store**
- **Sharon Manor Transitional Housing Program**
- **JoJo's Place (anticipated operations to begin in Fall 2022)**
- **Development/Fundraising & Grants Management**
- **Administrative Services-Office Management and Staffing**



The COO assists with the development and attainment of HSNA's strategic goals and is accountable for the design and management of processes and operations that support the organization's strategic plan. The COO oversees teams with internal and/or operational functions, and collaborate closely with the CEO to ensure consistency of process and operations across the organization.

### **Essential Duties and Responsibilities:**

- Provides coordination and leadership of assigned programs to ensure accountability, project deliverables, and alignment to strategic vision of the organization.
- Supervises and monitors the performance of assigned staff.
- Engages in team meetings with COO's direct reports and among HSNA leadership staff to support staff across the organization to perform at their highest levels.
- Oversees financial reporting, cash flow management and vendor communications.
- Makes recommendations on system functionality, identifies solutions to increase efficiencies of systems, in organizational structure, processes and procedures, determines if other systems are better aligned, and identifies opportunities for the organization to increase effectiveness of systems and communication.
- Directs efforts related to PR, Marketing, and Communication (Internal and External). Works closely with Development to align these components for maximum impact.
- Maintains and ensures that the organization is in compliance with Federal and State Laws, and grant requirements, as it relates to the work of the organization.
- Drives a culture of accountability by using best practices to ensure that work is executed in a professional, complete and timely manner.
- Identifies obstacles blocking progress and works to assist in removing these obstacles.
- Works to ensure that operational systems are in place for alignment with all departments. Leads the organization in fostering cross-departmental collaborations.
- Partners with the CEO to help identify and operationalize strategic initiatives as they occur.
- Provides leadership oversight when the Board President and CEO are not available.
- Ensures compliance with grant funder requirements; completes regular grant reports and pay requests for programs in a timely and complete fashion.

### **Staff Development**

- Leads, motivates and develops Housing Solutions staff so they are passionate about Housing Solutions' achievements and committed to working effectively toward continual improvements.
- Recruits high caliber staff with skills appropriate to meet the needs of the position with the ability to positively impact agency objectives.
- Ensures an effective performance management system for all employees that includes annual objective setting, coaching, feedback and evaluation.
- Ensures a comprehensive recruitment and retention strategy to support Housing Solutions' commitment to build a sustainable organization.
- Conducts supervision, evaluation and professional training of employees.
- Identifies training and educational needs for employees and implements training or works with outside vendors to address these needs.

### **Fund Development**

- Ensures a strategic and comprehensive fund development plan that identifies prospects and donors and enhances the short and long-term diversified funding base for the agency.



- Maintains and grows a diverse donor base from individual, corporate, foundation, endowment and public segments.
- Works closely with Development Director and CEO in building meaningful, long-term relationships with key donor segments based on mission, cultivation and stewardship, program outcomes and sound fiscal management.
- Contribute to the grant writing process to enable HSNA to be awarded new program contracts and have existing contracts renewed.

### **Community Relations**

- Increase the public profile of Housing Solutions, in partnership with the CEO, by serving as the spokesperson and advocate for the agency, as well as a viable, visionary and influential leader in the community.
- Ensure meaningful and effective partnerships with key public and private sector entities to reinforce Housing Solutions and its impact in the community.
- Develop meaningful and positive relationships with the media, including press, newspaper and radio, leading to strong support.

### **Program Management**

- Oversee all programs and government contracts for our ongoing and expanding transitional housing programs, including Sharon Manor, JoJo's Place and future program expansion. Program oversight includes supervision of staff, implementation of support services and maintenance of physical locations.
- Address and respond to the many and frequent crises that arise regularly in the management of transitional housing facilities and homeless service programs.
- Serve as an on-call resource for staff responding to after-hours property emergencies and client crises.
- Adapt and respond to the rapidly changing and fluid environment of homelessness policy, best practices for homeless and victim services, as well as changing funding environments.
- Work with accountants, auditors, legal counsel, and other professional service providers to ensure that Housing Solutions follows sound financial practices, complies with applicable legal requirements, and follows best practices in all circumstances.
- Ensures programmatic excellence is achieved by using performance metrics, establishing operational benchmarks, and making improvements to operations in consultation with program staff, board and volunteers.
- Actively participate in introducing programmatic innovations, best practices and quality standards; adapt these standards and practices to create maximum impact within Housing Solutions environment.

### **Financial Management**

- Create and monitor financial, facilities and operational plans; oversee implementation of budgets. Monitor progress/changes related to budgets
- Oversees, implements and improves processes for data collection and management.
- Exercise fiscal responsibility to ensure that all programs operate within established budget.

### **Other Essential Functions**

- Exercises sound judgment, discretion and confidentiality with respect to matters not covered by board or organizational policy.



- Remains informed and communicates to CEO about changes, new developments, and trends related to and/or affecting programs offered by Housing Solutions of Northern Arizona.
- Completes other functions as may be assigned or which are necessary or appropriate.

**Minimum Qualifications:**

- Bachelor's Degree in related field required. Master's Degree is preferred.
- At least 5 years of demonstrated success in non-profit experience or transferable business industry experience.
- A successful track record in setting priorities; keen analytic, organization and critical thinking skills which support and enable sound decision-making.
- Collaborative leadership skills with a focus on strategic operations management.
- Ability to lead and build teams utilizing varied approaches to meeting the overall mission of the organization.
- Organized and able to create structure that equips others to thrive.
- Skilled in supporting operations and culture.
- Strong and effective oral and written communication/presentation skills.
- Demonstrated ability to lead, establish strategic objectives, and develop work-plans utilizing inclusive leadership style that endorses delegation and collaboration.
- Must be able to travel to meetings and events and communicate appropriately with stakeholders.
- Some evening and weekend hours required.
- Strong fund development, marketing and public relations experience to successfully engage external stakeholders including funders, corporate partners, policy makers and communities and form lasting value-added partnerships.
- A commitment to racial and economic equity and proven experience working successfully with diverse stakeholders.
- Commitment to Housing Solutions' Mission, Vision and Values.

The Chief Operating Officer will be an individual who demonstrates some or all of the following qualifications as developed formally or through relevant experience and informal training.

**Education:** Post-secondary degree in Business Administration, Non-Profit Management, Social Work or a related field; or the equivalent combination of education and experience with at least 5 years of proven mid- to senior-management experience.

**General Management:** A thorough understanding of finance, systems, and human resources; broad experience with the full range of business functions and systems, including strategic development and planning, budgeting, business analysis, finance, information systems, human resources, and marketing; solid working knowledge of budgeting, sales, business development, and strategic planning.

**Leadership and Organization:** The capacity for managing and leading people; a team builder who has experience in scaling up organizations; ability to connect staff/volunteers both on an individual level and in large groups; capacity to enforce accountability, develop and empower leaders, cultivate entrepreneurship, and learn the strengths and weaknesses of the team so as to put people in a position to succeed.

**Decision-Making:** Analytic and decisive decision-making skills with the ability to prioritize and communicate to staff/volunteers the key objectives and tactics necessary to achieve goals of the enterprise.



**Communication:** Possess strong written and verbal communication skills; a persuasive and passionate communicator with excellent public speaking skills.

**Character:** Exhibit passion, humility, integrity, positive attitude, mission-driven, and self-directed.

**Relationships:** Demonstrated ability to build and maintain relationships with a wide array of people – internal and external stakeholders, those involved in for-profit and non-profit sectors, and individuals of diverse backgrounds; has confidence to defend/debate ideas with careful consideration for alternate views.

**Achievement:** A commitment to excellence in project management with a proven results-oriented track record of exceeding goals and a bottom-line orientation; the ability to balance service levels against the realities of a budget; and problem solving, project management, and creative resourcefulness

**Vision and Strategic Planning:** The ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan.

**Capacity Building:** The ability to effectively build organization and staff capacity, developing a high performing workforce (staff and volunteers) and the processes that ensure the organization and enterprise run smoothly.

**Action Oriented:** Entrepreneurial, flexible, and innovative approach to operational management.

**Preferred Qualifications:**

- Bilingual in Spanish
- Experience in housing programs highly desired
- Experience with grant writing