Job Competencies

Position: Chief Operating Officer

Step 1: Job Summary (200 words or less)

The Chief Operating Officer (COO) is responsible for the overall daily operational management of the agency social service programs.

The COO will be actively involved with Program Directors in the development, implementation, and management of the program content as well as annual budgets. S/he is responsible for ensuring that services and programs provided fulfill the agency’s mission and are in compliance with all federal and state funding requirements, as well as all regulations, certifications, and licensing requirements.

The COO will help plan, direct, coordinate, implement, and evaluate daily operational activities to achieve specific results and goals as outlined in specific funding contracts and scopes of service.

The COO will provide support and supervision to agency program leaders.

As a member of the agency senior management team, they will be involved in the long term strategic planning for SCS.

The COO will report directly to the CEO.

Step 2: Core Job Requirements & Top Priorities (6-8 Total)

- Bachelor's Degree in related field
- 10 years' experience in a social service environment, with at least 7 years of supervisory experience
- Strong financial and budgeting experience
- Ability to work evenings and weekends
- Occasional overnight travel is required

Step 3: Behavioral Competencies (6-8 Total)

1. Leadership: Capacity to provide guidance and direction that others willingly follow.
2. Facilitation Skills: Ability to set the stage for others' success through training or teaching without doing the work for them.
3. Problem Solving Skills: Ability to find the root causes of issues, analyze potential alternatives, and choose the best available option for the particular situation they face.
4. Teamwork and Collaboration: Ability to work effectively with others to achieve common causes.
5. Positive Outlook: Adds to the morale and productivity of the work environment by encouraging others and consistently looking for ways that ideas and processes can be done.
6. Independence: Ability to work autonomously and produce effective and efficient results without needing abundant direction from others.
7. Judgment: Ability to weigh alternative actions and make decisions that incorporate opinions, facts, tangible and/or intangible factors.