



**Position Title:** Chief Operating Officer  
**Department:** Administration  
**Reports To:** Chief Executive Officer/Executive Director  
**FLSA/Status:** Exempt/ Full time  
**Job Family:** Vice President  
**Hiring Range:** \$84,000-\$98,800  
**Created:** June 2018

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## WHO WE ARE

Mi Casa Resource Center is committed to advancing the economic success of families with limited opportunities through a holistic, individualized, and integrated model for service delivery. For over 40 years, we have provided award-winning workforce, small business, and youth development programs throughout Metro Denver. We partner with some of the area's most respected organizations to provide a mix of economic and educational advancement services to assist families on their path to economic success.

## POSITION SUMMARY

The Chief Operating Officer (COO) will work closely with the CEO as a thought partner and advisor. This person is responsible for the day to day operating activities of the agency. The COO will provide inspirational leadership, direction and coaching to Program, Finance, Human Resources and Operations teams; ensure conditions for effective programming and a healthy organizational infrastructure. In collaboration with the CEO and Leadership Team, this position will also develop, support and drive strategy for the organization.

## KEY RESPONSIBILITIES

### Leadership

- Provides strategic, operational and tactical leadership by collaborating with the CEO and Leadership Team to realize Mi Casa's vision, strategies and long-term goals.
- Lead day-to-day operations of the agency in the areas of program operations, finance, accounting, facility administration.
- Leads Mi Casa Resource Center's cultural integration efforts and positive workplace culture efforts.
- Supervises staff, may supervise volunteers and interns

### Operations

- Acts as an internal champion for Mi Casa Resource Center's strategic plan and ensures that activities align with the plan.
- Oversees and monitors infrastructure, systems, processes and standards to achieve desired outcomes and creates conditions for great programmatic work to occur.
- Oversees Programs and works with Program Directors to ensure program effectiveness based on participation and achievement of stated objectives.
- Oversees Finance function including budgeting, metrics, financial & compliance reporting and cash flow management.
- Oversees Human Resources; ensures development of strong Human Resources policies and practices, ensures staff development across the agency and supports the CEO in creating robust leadership team and staff meetings.

**Mi Casa's Mission:** To advance the economic success of families with limited opportunities, as an organization grounded in our Latino heritage

**Mi Casa's Core Values:** Community, Integrity, Innovation, Expanding Opportunities, Connection

- Promotes creativity and innovation throughout the agency, manages change initiatives to ensure successful changes, processes and improvements.
- Creates structure and processes necessary to manage the organizations current activities and its projected growth.
- Establishes operating procedures consistent with the CEO/ ED's objectives and ensures their execution.
- Evaluates the results of overall operations and programs regularly and reports these results to the CEO/ ED.
- Ensures compliance with federal, state, local and funder regulations, rules and restrictions.

#### **Independent Judgement**

- Hiring decisions in areas of responsibility
- Overall decision making in areas of responsibility

#### **Fundraising and Grants Management**

- Supports fundraising efforts but no direct responsibility for revenue generation
- Provides grant budgets and other necessary information
- Develops and implements systems to track, manage grant funds

#### **Other**

- Performs other duties as assigned

#### **QUALIFICATIONS**

- A minimum of a Bachelor's degree (Masters preferred) in business administration, nonprofit management or related field
- At least 7 years of experience of progressively increasing experience in operations management, program management or a combination
- Demonstrated experience working across two or more business areas- programs, finance, human resources, operations and legal
- Experience in coaching senior-level staff to develop high-performing teams
- Demonstrated experience scaling programs and infrastructure
- Ability to respond to multiple priorities, while balancing the interests of multiple stakeholders
- Experience negotiating and reviewing contracts.
- Working knowledge of data analysis and performance/operation metrics.
- Bi-lingual in English/Spanish strongly preferred
- Background check required
- Valid driver's license, good motor vehicle record and valid auto insurance

#### **KEY COMPETENCIES**

- Proactive individual with strong customer service and relationship management skills
- Exceptional communication skills; organizational and leadership skills
- Understanding of management and leadership practices of highly effective organizations.
- Ability to operate as an effective tactical as well as strategic thinker.
- Ability to be an effective thought partner, sounding board and decision-making coach.
- Demonstrated focus on excellence; experience with leading others to new levels of effectiveness
- Cross cultural experience to work effectively with diverse communities and developing multicultural leaders and teams

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- Creative individual with excellent analytical and project management skills

*Mi Casa is an equal opportunity employer.*

**Interested persons should email a cover letter and resume to [jobs@MiCasaResourceCenter.org](mailto:jobs@MiCasaResourceCenter.org) by July 25, 2018. Interviews may occur as qualified candidates apply.**

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