



POSITION ANNOUNCEMENT

To Provide Services, with Dignity and Respect, That Help People Become Self-Sufficient

www.caoginc.org

POSITION/TITLE: Director of Operations/COO

POSITION LOCATION 409 E. State St., Albion

PAY/HOURS: Full Time Exempt Position

QUESTIONS OR RESUME TO:

Susan Jessmer, HR & Payroll Administrator
409 East State Street
Albion, NY 14411
hr@caoginc.org 589-5605

RESPOND BY: Resumes accepted until the position is filled.

Note: Internal Candidates may respond with a letter of interest and resume

MAJOR RESPONSIBILITIES

The Director of Operations/COO is responsible to assist the Executive Director/CEO in providing direction and leadership toward the achievement of the organization's philosophy, mission, goals and objectives. This role will evolve through agency restructure to ultimately oversee Human Resources, Facilities/Maintenance, Weatherization, Housing Programs as well as special projects assigned, new programs, and building agency capacity.

REQUIRED MINIMUM QUALIFICATIONS

- Coordinate marketing and public relations strategies, including but not limited to preparing and distributing press releases, scheduling news interviews, and organizing special events.
- Maintain and update agency's social media presence.
- Manage contracts with vendors related to technology (e.g., phone system, phone carriers, copiers, PC hardware, PC software, internet service providers, etc.).
- Ensure compliance with contracts and relationships with partner agencies.
- Effectively manage the oversight of building contracts, facilities planning, maintenance, and custodial operations for all agency buildings.
- Research funding sources for new and existing program opportunities and expansion.
- Identify and evaluate the risks to the organization's resources (customers, staff, management, and volunteers), property, finances, and image; implement measures to control risks.
- Work cooperatively with the Risk Committee
- Effectively manage the Human Resources of the organization according to approved personnel policies and procedures that fully conform to current laws and regulations.

- Coordinate with IT Consultants/personnel on oversight of the agency's IT infrastructure (computers, phone system, security cameras/video) and the implementation of technical assistance.
- Manage all aspects of technology within the Agency, including, but not limited to: Desktop and laptop computers, network equipment, software, servers, printers, copiers, phone systems, etc.
- Bachelor's Degree or higher in Business Administration, Management, Public Services, Human Services or related field.
- Ability to create/develop a budget for the agency/program and be held accountable.
- Must be able to manage multiple priorities and lead projects to successful completion.
- Must have impeccable time management skills and ability to meet deadlines.