

Job Description

Chief Operating Officer **Big Brothers Big Sisters of Colorado**

Organization

Founded in 1918, Big Brothers Big Sisters of Colorado's (BBBSC) mission is *to help children reach their full potential through professionally supported one-to-one volunteer mentoring relationships with measurable impact.*

BBBSC is the largest volunteer mentoring agency in Colorado and received the "2008 Top Company" award for nonprofit business excellence from Colorado Biz magazine. We currently have 48 staff serving over 1900 mentors and 1900 mentees per year in metro Denver and Colorado Springs. Our target market is children of elementary school age, who live in families with a single head of household and qualify for free and reduced lunch.

2008 is our 90th anniversary and we have created a 10-year vision which includes:

- 1) serving at least 10% of our target population (i.e. over 5000 children per year)
- 2) possible expansion throughout the front range of Colorado
- 3) growing revenue from \$3.5 million to \$10 million or more
- 4) growing to over 120 staff members in multiple locations
- 5) achieving inclusiveness and retention goals being developed in 2008

By year end we must decide whether to renew our current office space lease on the edge of downtown Denver or move to a new location. Satellite offices are also being considered. Increasing our operational capacity is crucial to prepare for top quality programmatic growth.

BBBSC is an affiliate of the national Big Brothers Big Sisters of America (www.bbbs.org) with over 400 affiliates throughout the U.S. and internationally. Our Colorado affiliate is a separate 501-(C)(3) nonprofit corporation which raises all of our own revenue. We are governed by a local Board of Directors currently consisting of 33 business and community leaders. In 2005 BBBSC reorganized and downsized in order to adjust to market pressures. Over the last 3 years we have had consistently high performance. See our website, www.BigLittleColorado.org, for further information including our 2006 Annual Report. In 2007 we achieved all of our most important goals.

Position

The Chief Operating Officer (COO) will report to the Chief Executive Officer and be responsible for enhancing the internal organization processes and infrastructure that will allow BBBSC to fulfill its mission, improve a culture of excellence, and grow to serve many more children. The COO will properly balance tracking and reporting past performance with forward looking vision and planning. Current operations staff includes Controller, Accountant, Human Resources & IT Manager, and Executive Assistant to the CEO. While the COO will manage the current functions listed below, this leader must have the experience, insight, and capacity to help this organization

increase its effectiveness as it grows. The COO may also be the “second in command” of the overall organization. See our website for full job description.

Financial Management and Oversight

- Work with the Controller and Accountant to manage and oversee all financial, investment, and business planning activities, including:
 - Direct and administer all financial plans
 - Oversee business policies and accounting practices
 - Review and analyze financial reports
 - Support and advise the CEO in decision making
 - Lead and support organizational budgeting process
- Oversee reporting and monitoring of organizational performance metrics.
- Educate and empower staff to properly utilize financial planning and performance tracking.
- Provide overall financial oversight and monitoring including annual audit.
- Ensure that timely, accurate, thorough, and relevant financial data and future focused strategies are presented to the CEO, Board of Directors, Leadership, Board Treasurer, Finance Committee, and Community Resource Boards.

Human Resources & IT

- Human Resources: work with the Manager of HR & IT to manage and oversee the human resource function and policies including:
 - Recruitment, hiring, and compensation
 - Benefits administration and oversight
 - Professional training and development, including new employee orientation
 - Inclusiveness and retention strategies
 - Regulatory oversight and legal compliance
- Information technology: work with the Manager of HR & IT to plan and implement most effective communication and information technology system, ensure the ongoing maintenance and updating of information systems and infrastructure, including hardware, software, and applications.

Operations

- Oversee risk management and legal activities: letters of agreement, contracts, leases, and other legal documents and agreements.
- Insurance: procurement, monitoring and management of the most effective mix of all insurance products.
- Organizational and strategic planning, monitoring, and reporting: provide guidance and leadership through management of metrics and measurement reporting process
- Office management: oversee administrative functions for all offices, ensuring smooth daily operations of physical plant and equipment.

- Board of Directors: working with the CEO to provide staff support and guidance to the Board and act as staff liaison to relevant board committees; coordinates new Board member orientations.
- Facilities and real estate management including building leases and maintenance of offices.
- BBBS of America requirements: assure that requirements for BBBSA affiliation are maintained and appropriate documentation is submitted in a timely manner.
- Executive Assistant to CEO: guide work duties and professional development of Executive Assistant to enhance the performance of CEO.
- Operations Capacity: guide future development of operational capacity.

Qualifications

- Minimum of a BS/BA, ideally with an MBA.
- Strong operational experience. Has worked in a senior management role for 10+ years in for-profit and/or nonprofit organizations. Prefer experience managing operations for multi-location organizations and staff size of 100 people or more.
- Strong business acumen with a thorough understanding of working in socially-responsible, service-oriented organization. Prefer previous experience as a volunteer, nonprofit staff or volunteer, or Board member.
- Integrity in all actions and communications. Experience demonstrates importance of “doing what we say” and transparency.
- Sincerely passionate for and committed to the mission of BBBS.
- Highly organized and detail-oriented, flexible, and able to multi-task.
- Demonstrated experience in financial planning and analysis with previous experience overseeing human resources, information technology, legal documents, organizational development, personnel management, budgeting and investments, and strategic planning & tracking.
- Excellent people skills, with an ability to partner with a dynamic leadership team.
- Confidence in working collaboratively with diverse groups of people.
- Experience and an ability to partner with a sophisticated Board of directors.

Compensation

BBBS is seeking a proven leader and will invest in this leader accordingly. Compensation currently includes salary, health/dental/vision insurance, 401-k (no current match), and paid vacation.

Application Process

Send cover letter, resume, and salary history & requirements. Incomplete applications will not be considered. Position will be open until filled. Mail to: Dave DeForest-Stalls, President/CEO, Attention COO Search, Big Brothers Big Sisters of Colorado, 2420 W. 26th Ave., Suite 450-D, Denver, CO 80211. Email: Andrea Davis, Executive Assistant, andread@biglittlcolorado.org.

BBBS is a nonprofit corporation which values and supports diversity; individuals who contribute to such diversity are encouraged to apply.