

Community Action Agency of Delaware County, Inc.

****Position Announcement: Chief Operating Officer (COO)****

Location: Boothwyn, PA.

Job Type: Full-Time

Position Summary:

The Chief Operating Officer (COO) will be responsible for overseeing the daily operations of the agency and implementing strategic initiatives to enhance efficiency and effectiveness. This key leadership role will guide various departments, ensure alignment with our corporate strategy, and promote a culture of collaboration and innovation. While we provide a range of social services to help individuals in the community in need of assistance, we also operate programs designed to generate revenue for the agency. In this role, you would have the ability to expand on existing or identify new revenue-generating economic development opportunities, as well as strengthen the types of social service programs we currently manage.

Primary Duties and Responsibilities:

- This position reports directly to the agency's CEO
- Assist in overseeing the ongoing operations of the Finance, Human Resources, Information Technology, and Real Estate Operations teams, as well as Maintenance and Fleet Operations Management
- Identify, develop, and implement economic development opportunities for new or additional services in support of the agency's mission, as well as other funding sources
 - Provide recommendations, reports, procedures, and other communication tools as needed
 - Represent the agency to external constituents and stakeholders
- Supervise, monitor, and assess the effectiveness of the agency's social services, including, but not limited to:
 - Increasing operational efficiency
 - Ensuring performance to plan and budget
 - Reviewing the agency's operating policies and making recommendations regarding improvements to operational systems, practices, and policies to ensure compliance with all applicable laws and regulations
- Work closely with the CEO in developing and executing strategic initiatives
- Serve as a trusted advisor and collaborative partner to the CEO and other leaders
- Collaborate with CEO on agency Board of Directors operations and effectiveness

Qualifications And Education:

An MBA or master's degree in a relevant discipline (e.g. Non-Profit Management, Business Administration, Management, Public Administration, Finance, or Operations) is required.

Requires a minimum of 10 years of progressively responsible leadership experience in organizations, preferably in institutional management, economic development, housing

development, workforce development, and/or social services. An appropriate combination of education and experience that fulfills the knowledge and experience base required for this position, including training/education and work experience as it relates to the nonprofit sector, with a proven track record in operational management or leadership roles. Familiarity with nonprofit governance, fundraising, and community engagement.

Position Objectives:

- Prior experience in leading teams required
- Experience in developing and starting new ventures preferred
- Being adept at, and having a demonstrated track record of, identifying resources and sources of funding to finance both existing as well as new projects and programs in furtherance of the agency's mission
- Demonstrated ability to build and maintain strategic relationships and partnerships with external stakeholders such as community-based organizations, business support groups, industry associations, etc.
- Strong executive presence to establish rapport and collaborative working relationships with all levels of leadership and staff as well as community members
- Ability to exercise political astuteness and saviness in working with community members leaders and elected officials
- Excellent analytical and creative problem-solving skills
- Ability to effectively communicate orally and in writing with various stakeholders
- Knowledge of or experience with federal, state, and local government funding requirements
- Proven success in managing and serving both a diverse workforce and clientele
- Ability to perform job responsibilities with a high degree of initiative and independent judgment

Why Join Us?

At Community Action Agency (CAADC), we value our employees and are dedicated to their professional growth and development. We offer a competitive compensation package, benefits, and opportunities for advancement. Join us in shaping the future of CAADC.

To Apply for this Position

Kendall Watts, Human Resources Manager

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