



## Job Description

**Title:** Chief Operating Officer

**Type:** Full Time, Exempt

**Reports to:** Chief Executive Officer

**Position Summary:** The Chief Operating Officer will be responsible for overseeing the coordinated implementation and management of all systems at CBA related to organizational development, talent management, compliance and risk management, information technology and other operations. The COO will also be a key communicator within CBA, ensuring that policies and procedures are understood and consistently applied, and that CBA's organizational values and commitment to diversity, equity, and inclusion are reflected in all its systems. The COO's experience in organizational development will help to bring cohesion and strategy, while centering a culture of equity, to CBA as it grows. This is an extremely collaborative position that requires a dynamic and enthusiastic individual who is adept in fast-paced environments, and has the personal and professional presence and maturity required to help effectively lead and manage a passionate and driven staff. The COO is an integral part of the Executive Team and will collaborate closely with them on a daily basis. The COO supervises the operations and organizational development, people/talent management, and grants management teams

### **Essential Duties:**

#### ***Business Operations, Continuity and Continuous Improvement (55%)***

- General Administration and Operations:
  - Oversee the coordination of annual operations planning.
  - Strategize with CPO and CFO on business development goals, projections, and growth.
  - Coordinate closely with CPO to manage current business systems and continuity related to member and stakeholder and program/project information flow and accountability, billing, and internal communications.
  - Regularly analyze CBA's current business structure and effectiveness. Work with the team to continuously assess relevant next level of information technology and process efficiencies that support the growth of CBA's services, programs, and the organization overall.
  - Manage outsourced capacity through vendor contracts.
- Grants Management
  - Oversee routine fundraising and ensure that proposals and reports are produced in a timely manner and compliant with funder requirements. Ensure the timely collection and integration of information for fundraising across functional areas.
  - Manage and improve upon systems for grants tracking and management within Salesforce and outside of the CRM to create implementation efficiencies, ensure deliverables are met and documented, and record and centralize access to relevant information for staff working on grants as well as institutional memory purposes.

- Compliance and Risk Mitigation:
  - Ensure that CBA's data and cybersecurity policies and procedures are up-to-date and meticulously followed by staff and vendors.
  - Oversee the ongoing documentation and implementation, including relevant updates, of all organization policies and procedures.
  - Execute contracts and agreements that sustain CBA's current and planned growth.
  - Supervise external legal providers.
  - Analyze and monitor insurance coverages to mitigate risks; ensure that organizational plans for business interruptions or emergencies are in place and understood.
  - Assess and monitor the physical DC office environment to ensure the safety and wellbeing of staff at all times.

### ***Organizational and Staff Development (40%)***

- Lead and oversee CBA's efforts to cultivate, center, and institutionalize (through policies and procedures but also unwritten practices) Diversity, Equity, and Inclusion support from consultants, staff, and Board.
- Foster an assets-oriented and results-based, human centered culture for staff that is reflected in CBA's relevant policies and procedures, and unwritten practices, for recruitment, onboarding, professional development, internal advancement, and retention, cross-pollination, employee engagement, integrity, teamwork, and accountability.
- Develop and maintain staffing plans, job descriptions, performance standards, professional development, and internal advancement opportunities for all team members, interns, and consultants.
- Work with consultants, the Executive Team, and the Team and Organizational Building Initiative (TOBI) Committee to improve CBA's approach to performance management and growth.
- Work with CEO to facilitate annual organizational/team goal-setting process.
- Lead and administer the annual performance management process that establishes, measures, and evaluates progress against goals for the organization, teams, and individual staff.
- Develop and oversee implementation of internal business and strategic planning processes and plans with specific focus on systems, policies, and talent management.
- Provide a strong day-to-day leadership presence. Serve as the go-to leadership contact for staff when the CEO is out of the office.

### **Other duties as necessary (5%)**

### **Qualifications and Essential Skills**

#### **Required**

- At least 15-20 years of professional experience and 5-10 years in senior leadership roles.
- Demonstrated experience managing growing organizations; exceptional interpersonal and communication skills; understanding of organizational development and change management.
- Focused on outcomes and results, understanding what resources are needed to reach organizational goals, and create plans to overcome challenges and setbacks.
- Ability to multi-task in a fast-paced and dynamic workplace.
- Track record of establishing and maintaining relationships with staff at all levels. Must have experience addressing concerns, managing overall organizational priorities, and ensuring initiatives are communicated promptly and completely with all relevant staff.
- Passion for CBA's mission, with a commitment to helping community development organizations open doors for low-income individuals to build credit and gain improved financial access.

- Travel required (approx. 5% domestic as feasible).
- Computer Skills: Because CBA is a fast-paced organization with staff located at our DC headquarters and remotely across the country, we rely on cloud-based software including Office 365, SharePoint, Teams, Slack, Zoom, and other platforms to communicate and work collaboratively. High proficiency with computers and these or similar systems/platforms or the ability to get up to speed with them quickly is essential.

### **Desirable**

- Master's degree preferred, but exceptional candidates without a degree will be considered.
- Experience in financial asset building/financial services/financial capability or related field.
- Exposure to credit building, credit-related education, and direct service.
- Ability to thrive in a highly collaborative environment.
- Knowledge of Salesforce a plus.

**Location:** This position is based in Washington, DC. Due to the pandemic, all staff are currently working remotely with a voluntary return to the office planned for late summer/early fall 2021.

### **Salary & Benefits**

Total Compensation Salary: competitive salary for the industry and position

CBA offers competitive health, dental, and vision benefits, short- and long-term disability, a Flexible Spending Account, 403(b) retirement savings-plan with employer match, and generous paid time off and holiday policies.

**Equal Opportunity Employer:** CBA is an equal opportunity employer. We celebrate the diversity and lived experiences of our community and are committed to creating an inclusive environment for all employees. Qualified persons are encouraged to apply regardless of their race, color, religion, sexual orientation, gender identity or expression, age, national origin, marital status, disability, veteran status, or record of arrest or conviction.

**How to Apply:** For full consideration, candidates should provide a resume and cover letter that addresses the responsibilities and qualifications described above and submitted by email to [careers@creditbuildersalliance.org](mailto:careers@creditbuildersalliance.org). Please include the job title "Chief Operating Officer" in the subject of your email. We will begin reviewing applications by August 15, 2021.

### **About CBA**

CBA is an innovative national nonprofit network dedicated to building the capacity of a diverse and growing network of hundreds of nonprofits (CBA members) across the country that help low- and moderate-income households build strong credit and other financial assets. CBA was created by and for our nonprofit members as a bridge to the modern credit reporting system to help millions of individuals with poor or no credit participate in the mainstream financial system by building credit. Learn more about CBA at [www.creditbuildersalliance.org](http://www.creditbuildersalliance.org).