

ROLE DESCRIPTION

Position Title: Chief Operating Officer	
Reports to: President & CEO	
Location: Pikes Peak United Way - Main Office	Division: Administration
Classification: Full Time	Supervises: Senior Team
General Responsibilities: The Chief Operating Officer (COO) is a member of the senior management team and provides support to the Chief Executive Officer/President executing efficient day-to-day operations and results-producing staff performance. The COO has the overall responsibility for supervising the functions of Marketing, Resource Development, Volunteer Engagement, Human Resources, Community Impact, Facilities and Finance.	

CORE COMPETENCIES:

- **Mission Focused:** Top priority is to create real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal. Provide exemplary customer service. Strong communicator.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the greater network.

REQUIRED SKILLS/QUALIFICATIONS:

- Bachelor’s degree from a four-year college or university and/or combination of equivalent employment and education experience required.
- Five or more years’ experience including resource development, grants, budgeting/finance, human resources, volunteer management and event planning.
- Strategic planning skills, successful public speaking and training/facilitation experience preferred.
- Proficient with Windows and Microsoft Office Suite, spreadsheets and the use of a fundraising database such as Andar or Salesforce.
- Strategic thinker, skilled planner, collaborative problem solver. Must demonstrate innovative and creative thought processes – exceptional “out of the box thinking” capabilities.
- Will ensure all informational data is current, appropriate to goals and outcomes and supports all organizational needs. Must be detail oriented with ability to manage and analyze data.
- Results-oriented and personally accountable for expectations, timelines and measures.
- Exceptional presentation/public speaking skills and creative energy.
- Effective leadership skills appropriate to a donor-centered organization.
- Highly-developed interpersonal skills.
- Displays cognitive skills (written and oral communications, logic, judgment, team work, mobility and manual dexterity).
- Ability to work effectively with staff and volunteers from diverse backgrounds. Demonstrated skill in negotiation and conflict resolution.
- Experience working with executive level volunteers and decision-makers.
- Supervisory and management skills.
- Works independently and manage time effectively.
- Organized, multi-tasking, meets deadlines, and pays careful attention to detail.
- Sets own work hours and be able to work outside the 8am to 5pm workday and weekends as required.
- Valid driver’s license and automobile insurance.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES:

- Represents Pikes Peak United Way professionally and enthusiastically serving as a spokesperson and ambassador.
- Serves as a key member of the Senior Staff and models compliance with UW policies and procedures and values.
- Assists the CEO in establishing and developing appropriate operating policies and procedures affecting the organization.
- Ensure staff members are working in compliance with all policies and procedures.
- Maintain knowledge relative to human resources best practices for on-boarding and separation of staff.
- Assist in the recruitment efforts to fill staff vacancy needs.
- Work with CEO to coordinate the procedures for staff evaluations on an annual basis to ensure consistency and uncover training needs.
- During a time of staff vacancy or leave, take measures to ensure that priority work plans are covered.
- Execute special projects as assigned.
- Work with CEO to maintain a current organizational chart.
- Provide support to the CEO to ensure excellent customer service is being executed at all times.
- Work closely with the Executive Assistant to ensure timely release of agendas and notifications are being sent monthly to board members.
- Works with the staff in developing the organization’s budget and assumes responsibility for its administration, including ensuring that staff is working within the budget.
- Works with the CEO to develop goals and objectives for organization.
- Manages Resource Development ensuring that team continually strives to secure new gifts from individuals, corporations, foundations and civic organizations, in coordination with the overall annual fundraising campaign.
- Works with the Volunteer and Events Coordinator to manage United Way leadership donor and volunteer activities.

- Assists the CEO in promoting the long-range plans and goals of the organization to the community.
- Ensures that financial issues for gifts are handled with complete disclosure.
- Write solicitation and acknowledgement letters, meeting memos and general correspondence.
- Provides exceptional customer service to both internal and external customers.
- Networks and develops relationships with the corporate community and maintains ongoing contact with others at different levels inside and outside the organization.
- Maintains a working knowledge of the economic and social forces related to the community.
- Attends scheduled meetings and trainings to continuously learn and update skills
- Works effectively with staff and volunteers in spirit of teamwork, with demonstrated passion for United Way's community impact mission.
- Performs other duties as assigned.

To Apply please send Cover letter and resume to Kim@ppunitedway.org