



Chief Operating Officer Position Description

Sterling Search Inc. has been exclusively retained to recruit for the new **Chief Operating Officer** for the **Community Action Partnership of Orange County (CAP OC)**.

About CAP OC

Community Action Partnership of Orange County is

EPIC

We live our values of

Excellence, Proactiveness, Innovation, and Collaboration with more than 100 employees and a budget of over \$21 million to help people and change lives.



Community Partnersh Services

Our team implemen
Programs and Service
nutrition education, ph
activity promotion, po
systems, and environm
change, advocacy,
community building &
sustainability efforts,
training.

Energy & Environmental Services

Utility assistance programs
helps low-income clients who
need assistance paying their
utilities, receive discounts,
receive assistance during crisis
and learn through consumer
education how to conserve
energy and reduce their
energy burdens that results in
savings.

Orange County Food Bank

Our aim is to make a positive
impact in people's lives by
helping them meet basic needs
and strengthen their support
system. The OC Food Bank
works with nearly 400 local
charities, soup kitchens, and
community organizations to
end hunger and malnutrition.

Our mission is to “to enhance the quality of life within Orange County by eliminating and preventing the causes and effects of poverty by mobilizing and directing resources to programs that assist, educate, and promote self-sufficiency.” In January 2018 CAP OC hired President & Chief Executive Officer, Gregory C. Scott to address and lead CAP OC in their mission to continue to alleviate poverty in Orange County through bold leadership, innovative programming, strategic partnerships and creation of an EPIC culture. Scott brings 20 years of vision and executive leadership in economic and community development, having most recently served as the President and CEO of New Directions for Veterans. Scott, an accomplished leader in the field, holds a Bachelor’s degree from William Paterson University and Master of Science degree in Community Economic Development from Southern New Hampshire University.

Scott and the Board of Directors believe that they carry a huge responsibility in continuing to alleviate poverty for the people of Orange County. With that, CAP OC is embarking on a 10-year strategic plan that will require audacious goals and bold leadership for transformational change.

As part of the bold leadership initiative, Scott has launched the EPIC culture which supports and embodies the **EPIC** values:

Going above and beyond in every interaction and activity we undertake. We strive for **EXCELLENCE** in service, keeping a pulse on the most up to date innovations within our industry. Together we continually assess and improve the way to work and enhance the strategies we utilize to meet the needs of our community.

Reaching our goals by working collaboratively with each other and our community. We are working to do the things that have not been done: empowering families and individuals to financial independence, breaking the cycle of poverty, creating financial equity, combating food insecurity, and establishing energy and healthy living conditions for all through social innovation. All of this takes **PROACTIVENESS**, and an intrinsic motivation that drives us to go above and beyond to create a system of change, cutting-edge trends and program designs. We have the will and the energy and won't stop until the needs of our underserved community no longer exist.

We are a team of high **INNOVATION**. We value the work we do; the people we serve; and treat each other with respect and kindness. We also have an environment of engaging in social economic justice by sharing of ideas and not afraid to try new things that increases our educational capacity. We think outside of the box, and challenge prevailing assumptions about issues of poverty.

Reaching our goals by working in partnership with each other and our community. The work we do is deeply rooted in the **COLLABORATION** we have with our community and its citizens. We care about the legacy of community action partnership and go above and beyond to ensure we support each other in bringing forth the services and resources that will positively change generations forever.

We are seeking a Chief Operating Officer who can lead this transformational effort, creating a stronger and more innovative culture that addresses these pressing challenges of our County. A strong background in leadership, combined with strategic prowess and organizational transformation experience, is highly desired. A commitment to equity, diversity and inclusion is required.

The Chief Operating Officer serves as the operations, strategic and financial leader of CAP OC. He/she will lead and guide to ensure key initiatives such as culture transformation, program regulations, performance

outcomes, finance and operations are managed appropriately, in accordance with applicable local, state, and federal laws. Working under the leadership of the President and CEO, this key role will help define the organization of the future, creating a nimble and effective infrastructure for the most effective way to alleviate poverty in Orange County.

What you will accomplish in this role

Under the direction of the President and CEO, the Chief Operating Officer will provide leadership oversight to finance, Information Technology, operations and services departments to achieve strategic growth and greater impact.

Chief operating targeted achievements

- Partner with the CEO, Board of Directors and staff to develop an organizational 10-year strategic plan to achieve greater impact.
- Provide day-to-day leadership and management to the operational departments to meet the strategic plan of CAP OC.
- Spearhead the development, communication and implementation of effective growth strategies and processes.
- Direct the measurement and effectiveness of all internal and external processes; provide timely, accurate and complete reports on the operating condition of CAP OC to the President & CEO; present reports to Board of Directors as required.
- Collaborate with the management team to develop and implement innovative system development and analytical metrics plans.
- Lead the budgeting processes with assistance from the Controller, oversee and coordinate the development and modification of all CAP OC budgets in conjunction with the appropriate senior leader and their department.
- Provide guidance, oversight and direction on:
 - All accounting/finance/payroll functions, contractual agreements and oversee all financial audits;
 - Strategic financial analysis and presentation;
 - Strategic plan, needs assessment, development and growth of potential partners that align with CAP OC's strategic plan, and ensure growth through business development activities;
 - Purchasing and procurement process for the fiscal year, any facility projects, and vendor relations;
 - CAP OC wide technology strategy and computer systems including infrastructure, desktop support, and maintaining data integrity;
 - Maintenance and operation of the weatherization programs, utility bill assistance, energy conservation and environmental programs; and
 - Programs, special projects and community-based collaboratives that provide support and resources that impact individuals, families and their communities, operation of community centers.
- Expand revenue generation and business development activities to support existing programs and future growth opportunities; cultivate existing and new relationships.
- Manage relationships with partner agencies, local and state CAP agencies.
- Develop necessary systems, processes and tools to better support the facilitation, collection and sharing of knowledge that is generated by programs.

- Work collaboratively with Senior Management Team to integrate cross programs activities and functions, including working closely with the multiple program sites.
- Hands on approach in leading a variety of initiatives with strong focus on program development and continuous improvement.
- Work with reporting Directors and Managers for approval on additional staffing based on the strategic and resource planning requirements.
- Motivate and lead a high-performance EPIC team; provide mentoring as a cornerstone to EPIC performance and career development.
- Ensure that all administrative requirements are completed accurately and in a timely manner.
- Other duties as assigned.

Staff development activities:

- Lead all operational functions in the successful implementation of processes and procedures
- Recruit, manage and develop a strong team of professional staff
- Train, supervise and evaluate the work of direct reporting staff and subordinates
- Provide or recommend training and development for all staff
- Implement the EPIC values and Strength Finder for all staff and departments.

The ideal candidate will have knowledge and experience in:

- Organizational Development
- Budget and Resource Development
- Strategic Planning
- Effective Leadership Skills
- Keen Business Acumen
- Communication Proficiency
- Problem Solving/Analysis
- Driving Results
- Contract and grant management

The ideal candidate must be:

- Analytical: Have ability to analyze financial data and make revenue forecasts.
- Creative/Innovative: Develop new and unique ways to improve the standing of the operational departments and to create new opportunities.
- Decision Maker: Assess situations to determine importance, urgency and risks, and make clear decisions which are timely and in the best interest of CAP OC.
- Economic and Accounting Minded: Possess knowledge of economic and accounting principles and practices, analysis and reporting of financial data.
- Ethically Focused: Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of the organization.
- Inclusive: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

- Leader: Positively influence others to achieve results that are in the best interest of the organization.
- Communicator: Maintain excellent communication with President & CEO and managers. Possess exceptional written and verbal communication skills, with the ability to be persuasive, credible, and be a polished communicator with excellent interpersonal skills and multi-discipline project skills.
- Contract Experienced: Experience and understanding of contract management and government funding.

Education and experience:

- Minimum of 10 years of experience in operational/administrative management, and at least 5 years of non-profit experience.
- An advanced degree is required.

A competitive compensation package will be offered to attract an outstanding candidate.

Please send resumes to:
Sterling Search, Inc.



Julie@sterlingsearchinc.com

Phone: 310-909-4897

Direct all correspondence, emails and telephone calls to Sterling Search, Inc.
Any resumes sent or telephone calls made to CAP-OC will be redirected to Sterling Search, Inc.

To apply please go to:

<https://jobs.crelate.com/portal/sterlingsearchinc/job/o1zxoptz1u7x9ra1m7o5nfrtce>

CAP OC is an Equal Opportunity Employer