



ELDERBRIDGE AGENCY ON AGING JOB DESCRIPTION

TITLE: Chief Operating Officer

OFFICE ASSIGNMENT: TBD

TERRITORY ASSIGNMENT: 29 Counties

SUPERVISOR: CEO

SALARY: Exempt

BASIC FUNCTION:

Ensure the day to day operations reflect the agency's mission, to make certain the agency is well-coordinated and productive by managing its procedures and coaching its people. Safeguard and strengthen the efficiency of the agency's operations to further develop long-term success.

The following are reoccurring tasks construed as exclusive or inclusive. Other duties may be required and assigned but are in line with the job classification and qualifications. These responsibilities must be performed with or without accommodations.

RESPONSIBILITIES AND DUTIES:

- Liaise with CEO to make decisions for operational activities to establish strategic goals.
- Enhance and develop, implement and enforce policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the corporation.
- Evaluate regularly the efficiency of business procedures according to organizational objectives and make adjustments when necessary and provide a monthly summary to CEO.
- Evaluate overall performance by gathering, analyzing and interpreting data and metrics for accuracy and utilize data metrics to implement a comprehensive agency quality assurance process.
- With input from stakeholders (advisory committees, management, employees), plan, develop and implement a comprehensive area plan in line with the mission and vision of the agency.
- Lead development and execution of agency operational contracts and provide overall contract management.
- In collaboration with CEO and HR revise and formulate procedures and policies relating to operations of the agency.
- Lead and supervises management from assigned departments and provide constructive feedback by being an exceptional listener and utilizing critical thinking skills for a positive outcome.
- Support and monitor agency programs to assure performance measures are met.
- Plan and organize all staff training with assistant from Human Resource.
- Approve agency payables under 2,500 in a timely fashion.
- Ensure that the company runs with legality and conformity to established regulations
- Present information to individuals and groups and represent the agency at assigned meetings.
- Serves as back-up CEO in his or her absence
- Other duties as assigned.

ESSENTIAL SKILLS, KNOWLEDGE AND ABILITIES:

You must be an enthusiastic, experienced and efficient leader. Have excellent people skills, business acumen, and exemplary work ethics to support the CEO in departmental planning and monitoring progress. Well versed in performance and operations management, competent in assuming delegated duties and critical thinking and ready to solve problems before they become obstacles is essential for this position.

Within six months of hire have knowledge and understanding;

- Of laws, rules, and regulations governing an agency on aging.
- To comply with the Older Americans Act and the State of Iowa code with regards to the area agency on aging.
- Of the political climate and legislative processes and actions affecting programs for the aging, such as Social Security, Elder Abuse, Medicare, Medicaid, and others.
- Of non-profit administration principles and practices.
- Of programs and services that meet the needs of older persons, persons with disabilities, and caregivers.

QUALIFICATIONS:

- Bachelor's degree in Public Administration, Human Services Administration, Business Administration or related field or equivalent combination of education and experience, plus
- Plus a minimum of 4 years supervisory, management, budget and program planning of a multi-service agency. Demonstrated experience with program and project development, grant proposals, implementation, and reporting is preferred.

The CEO may consider an Associate's degree plus solid leadership knowledge and experience as an equal to the combination of education and experience commensurate to a Bachelor's degree.

PHYSICAL DEMANDS:

The person occupying this position must be able to perform all responsibilities and tasks outlined above, which may include:

1. Lifting items weighing up to 25 pounds along with bending and twisting simultaneously, including lifting program materials, supplies and laptop onto/off of a cart and into/out of a vehicle;
2. Traveling long distances frequently;
3. Sitting for extended periods.

An employee in this position must be able to travel frequently in and outside the Agency's area, as the job requires.

While performing the duties of this position, the employee is occasionally required to walk, sit, use hands or fingers, feel objects, tools, or controls, reach with hands and arms, talk and hear.

Reasonable accommodations may be made to enable individuals with disabilities to perform the duties that are not essential for satisfactory performance of the position.

WORK ENVIRONMENT:

Noise level in the work environment is moderate.

Elderbridge and its employees strive to provide a respectful work environment where all individuals are treated with respect and dignity and are inspired to use their creativity to meet consumer needs. All relationships among persons in the workplace are to be business-like and free of bias, prejudice, and harassment.



I have read and understand this explanation and job description.

Signature: _____

Date: .