



POSITION DESCRIPTION

Chief of Operations

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities. Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this through meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, with the community's trust and track record to carry out the work.

JOB DESCRIPTION

Reporting directly to the President and CEO, the Chief of Operations, or Director of Business Operations, is responsible for overseeing effective operating procedures across the organization. Their **duties include** reviewing company documents to make inferences about factors like communication or productivity, working with the HR department to implement hiring procedures and communicating with upper management to improve company operations. **Responsibilities also include** maintaining and creating financial statements, payroll, coaching, staff evaluations, terminating staff, grant reporting, contract reporting, contract proposals, office supplies, mail, deposits of checks, hiring, interviewing, equipment, campaigns, overseeing marketing, paying invoices/bills, maintaining accurate accounting records (receipts, expenditures and revenue) maintaining inventory systems, office maintenance including cleaning and security, supervision of staff and contractors, Acquiring grants and funding sources as well as document retention and personel files.

This person is a self-starter, with a positive attitude who enjoys working through people to achieve tremendous results. Team player who loves a good challenge, has a high level of integrity, and works diligently to exceeds expectations. Leader who is also willing to follow and implement someone else's vision while having fun with colleagues and clients. Competitive salary.

To be successful in this role you will ensure the quality of operations and customer service, inspire staff to give their all, and expand the company's footprint and strengthen their reputation. Ideal candidates are ambitious and performance-oriented with exceptional people skills.

You must be creative and enjoy working within a small, entrepreneurial environment that is mission-driven and community oriented. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative and organizational skills, and the ability to maintain a realistic balance among multiple priorities

ADDITIONAL ROLES AND RESPONSIBILITIES

Operations

- Long-term planning to create initiatives that further the company's overall goals
- Coordinating different teams to foster exchange of ideas, cross-team learning opportunities and coordinated supports and programming
- Assessing and analyzing departmental budgets to find ways to minimize expenses
- Inspiring and motivating employees to perform at their best through positive encouragement and incentive initiatives
- Communicating with the board or other senior officials about shifting company priorities and projects
- Identifying potential problems and points of friction and working to find solutions to maximize efficiency and revenue
- Identifying opportunities to expand or shift course to take advantage of changes in the industry and funding sources
- Communicates directly, and on behalf of the President and CEO with donors, staff, and others, on matters related to CEO's programmatic initiatives.
- Provides a bridge for smooth communication between the President's office and internal departments; demonstrating leadership to maintain credibility, trust, and support with senior management staff.
- Works effectively with the CEO to keep her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a "barometer," having sense for the issues taking place in a work environment, keeping the President updated.
- Provides leadership to build relationships crucial to the success of organization and manages a variety of special projects for the President, some of which may have organizational impact.
- Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks
- Prioritizes conflicting needs; handles matter expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures.
- Works closely with management team and CEO to ensure all operational, administrative, and compliance functions within the organization being properly executed in accordance to standards of operations and the mission of the organization
- Perform staff evaluations
- Provide staff coaching
- Develop a weekly action plan and carry over any incomplete projects and or tasks from one day to the next, until they're completed
- Developing leadership within the organization
- Oversee and streamline daily operations as outlined above
- Reconciliate bank statements and credit card statements
- Maintain, create, and implement office, staff and operations policies and procedures
- Enforce office, staff and operations policies and procedures

- Perform all bookkeeping functions using QuickBooks Premier Nonprofit Edition alongside of CPA
- Process income, expenses, bank deposits
- Prepare outgoing proposals for services
- Manage the office to ensure effective telephone and mail communications both internally and externally and maintain professional image
- Create email and social marketing communications
- Respond to incoming calls and direct to appropriate parties
- Coordinate production of brochures, flyers, etc. with printer, mailing house
- Schedule meetings in conference room as needed
- Maintain office equipment including computers, copier, fax, telephones, etc.
- Maintain and replenish inventory and office supplies
- Assist with preparing documents for Board meetings, trainings, and other meetings
- Assist with securing locations for conferences, trainings, and special events
- Assist with coordinating volunteers and vendors for special events
- Assist the Executive Director, Board, and other staff with miscellaneous projects as requested
- Improve systems for organizational operations and maintain systems
 - Such as office procedures
 - Booking keeping procedures
 - Renting out the space & conference room
 - Supplies
 - Office equipment use and maintenance
 - And other procedures and/or systems as requested

ADDITIONAL SKILLS AND REQUIREMENTS

- High School Diploma required; bachelor's degree preferred
- Minimum of three (4) years of administrative experience, preferably executive level
- Requires little management. Self-directed. Must show initiative.
- Solution Oriented.
- Proficiency with Quick books, Databases, Google products (Google Docs, Drive, Sheets, etc.), Microsoft products (Word, Excel, PowerPoint, etc.), internet navigation and research, ability to and maintain databases and complex spreadsheets, and experience with project management software.
- Must be a resourceful self-starter who can work independently and work on multiple projects simultaneously while dealing with multiple interruptions
- Must have absolute integrity, sound judgment, and the ability to maintain a high degree of confidentiality
- Must be highly analytical and accurate with excellent attention to detail
- Must have good organizational and time management skills, as well as, have the ability to meet deadlines with appropriate attention to detail in a fast-paced environment
- Strong oral and written communication skills; must be comfortable speaking in front of groups
- Must have a strong customer focus and demonstrate the ability to build relationships internally and externally with a focus on meeting or exceeding service expectations

DISCLAIMER: The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may

not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT: This job adheres to the ethical and legal standards and behavioral expectations as set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential customer information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.