



Job Description

Chief Operating Officer

Department: Administration
Position Title: Chief Operating Officer
Employee Name:

JOB SUMMARY

The Chief Operating Officer provides strategic leadership, direction, and oversight over all of Hope Ministries' facilities, human resources, non-financial administrative, safety & security, and information technology functions, in accordance with the intent and directives found in its Articles of Incorporation, Bylaws, Statement of Faith and Mission Statement.

The Chief Operating Officer will support the overall strategic goals, mission, and vision of Hope Ministries, implementing strategies that benefit Hope Ministries and those we serve. The Chief Operating Officer will also foster a high-performance staff culture that embodies Hope Ministries' Core Values (honoring God; stewarding God's resources; valuing people).

RESPONSIBILITIES

Facilities

- Provide strategic direction and oversight for the purchase, maintenance, repair and replacement of equipment, property, furnishings, and vehicles for the organization. Maintain a system of planning and fund management that anticipates the organization's needs for up to 20 years, where practicable.
- Supervise the Facilities Manager and, through him/her, the day-to-day activities of the Facilities Management and janitorial staff.

Human Resources

- Supervise the HR Manager, and through him/her, direct and coordinate all human resources functions and activities of the organization, which includes employee compensation, benefits, recruitment, personnel policies, staff training and development, and regulatory compliance.
- Assists the President, the Chief Executive Officer, and department heads with the formation of the annual staffing budget.
- Serves as the organization's manager and point of contact in the event of employment-related legal action.

Safety & Security (People and Property)

- Serve as safety & security officer for the organization.
 - Organize and facilitate instruction and training on safety best practices.



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- Organize and facilitate methods to identify safety hazards and mitigations to ensure the safety and security of Hope Ministries facilities, staff and equipment.
- Manage, update and communicate safety and property security policies and procedures as necessary.

Administrative (non-financial)

- Provide direction, management, and oversight for non-financial administrative functions of the organization, including (but not limited to) annual insurance coverage negotiations, the organization's nonprofit status and business registrations, organizational policies and procedures, property records, and lease negotiations and arrangements.
- Assist the Chief Executive Officer - and (through him) the Board of Directors - with any task, documentation, or project necessary to support the board-CEO relationship and his overall leadership of the organization.
- Ensures that non-financial administrative records are properly filed and available for reference when needed. Oversees the organization's records retention and disposal schedule.

Information Technology

- Provides strategic direction, management and oversight of the organization's information technology infrastructure.
- Responsible for vendor relationships and oversight as it pertains to IT.
- Serves as administrator for the organization's cloud-based software offerings, and as an "administrator of last resort" for approved social media presences.
- Advises the Chief Executive Officer, the President, and department heads in regard to information technology functions and needs.

Other

- Works in a spirit of cooperation and mutual assistance with all other staff members of Hope Ministries and its subsidiaries.
- Participates in the spiritual growth and Christian instruction of those whom Hope Ministries serves. This can include (but is not restricted to) personal mentoring, the sharing of Scripture and Biblical encouragement, and praying with program participants. This may be in a structured setting (i.e., a classroom or chapel), or unstructured, with individual clients as the need arises.
- Carry, maintain and utilize a company-provided cell phone or smart phone to conduct the normal and after-hours responsibilities of this position.
- Other duties as assigned by the President or the Chief Executive Officer.

QUALIFICATIONS



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- **Spiritual Qualifications:** Must have a lifestyle that demonstrates moral and ethical adherence to the teachings of the Bible and an expressed desire to minister to those who are poor, needy and homeless.
- **Education:** Four-year degree in business, public administration, information technology, or other relevant field. Master's degree or MBA preferred.
- **General Experience:**
 - **Required:** At least five years' leadership experience in business or nonprofit sectors. Demonstrated proficiency with Microsoft Office Suite , in particular, Word and Excel. Excellent verbal and written communication skills. Proven experience in strategic planning and budget preparation and management.
 - **Desired:** Prior IT experience/aptitude and safety & security background considered a plus.

Reports to: Cole Lindholm, President

Salaried/Exempt ____X____

Hourly/Non-exempt _____

Work Schedule: 40 hours per week: Monday-Friday, 8 a.m.-4:30 p.m.



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I understand and agree with Hope Ministries' Mission Statement, Core Values and Statement of Faith.

Signature of Director of Finance _____ Date _____

Signature of Supervisor _____ Date _____