

Indiana Youth Group Job Description

Job Title: Chief Operating Officer (COO)

FLSA status: Salaried

Starting Salary Range: \$90,000.00 to \$95,000.00

Hours: Full Time

Location: Indianapolis, IN

Position Summary:

The Chief Operating Officer supervises the financial, administrative, and facility operations to support client services. As part of the leadership team, the COO works in close coordination with the CEO to ensure clear and consistent direction of their staff. This person is responsible for overseeing the internal operations of the organization in client services, engagement and the therapy program.

Reporting Structure: This person reports directly to the CEO.

Position Responsibilities:

- Articulates the mission and vision of IYG and ensures that all programs, services, and staff work to further this mission, vision, and strategic plan.
- Oversees the operations and all tasks-related to those functions in conjunction with the staff members assigned to these tasks.
- Work varied hours to facilitate collaboration when staff is working including some evenings.
- Supports and nurtures the IYG team through honest and constructive feedback, care, and transparency.
- Serves as primary liaison to independent auditors.
- Implements and monitors operating budget performance, providing necessary reports and explication to leadership and staff.
- Oversees IT acquisition, distribution, maintenance, and replacement in conjunction with our IT vendor.
- Developing and cascading the organization's strategy/mission statement to staff, and implementing appropriate rewards/recognition and coaching or corrective practices to align personnel with company goals.
- Ensuring staffing levels, knowledge, expectations, and motivation to fulfill organizational requirements and our mission.

Strategy & Vision:

- Assist the CEO and other leaders on financial planning, budgeting and matters affecting their area of the organization.
- Contribute to the development and progress of our strategic goals and objectives as well as the overall management of the organization.
- Maintain continuous lines of communication, keeping the CEO informed of all necessary issues.
- Represent the organization externally as requested.

Team Development:

- Oversee, direct, and organize the work of the client services and engagement teams.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Ensure staff members receive timely and appropriate training and development.
- Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals for their employees.
- Mentor and develop their staff using a supportive and collaborative approach: assign accountabilities; set objectives; establish priorities; and monitor and evaluate results.



Operations:

- Oversees an appropriate system of policies, internal controls, accounting standards, and procedures.
- Assist in the annual budget process.
- Ensure that we are adhering to the strategic plan, delivering status reports to the CEO.
- Provide analytical support to the Leadership team including development or monitoring of management reporting capabilities.
- Improve administrative and operational accounting services in conjunction with the external bookkeeping.
- Other duties as assigned

Supervisory Responsibilities:

- Supervises the Director of Youth Services, the Director of Young Adult Services, the Director of Engagement and the head of the Mental Health Therapy program.
- Responsibilities include planning, assigning, and directing work, appraising performance, rewarding, and coaching employees, addressing complaints, and resolving problems.

Qualifications:

- Bachelor's degree in business administration or another related field. A master's degree is preferred.
- Certified Public Account certification preferred (CPA)
- Minimum 10 years of experience in a senior management role with non-profit operations experience gained in a fast-growing organization- or combined experience and education required. Previous COO experience preferred.
- Proven track record of success facilitating progressive organizational change and development within a growing organization.
- Excellent judgment and creative problem-solving skills including negotiation and conflict resolution skills.
- Strong mentoring, coaching experience for a team with diverse levels of expertise
- Entrepreneurial team player who can multitask
- Superior people management skills with the ability to influence and engage direct and indirect reports and peers.
- Self-reliant, good problem solver, and results oriented.
- Energetic, flexible, collaborative, and proactive; a team leader who can positively and productively impact the mission.
- Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with the whole team.
- Passion for IYG's mission with a knowledge of LGBTQ issues, terms, and resources
- Develop and implement policies and procedures that improve organizational efficiency.
- Must be vaccinated for Covid and provide documentation.
- Must pass all background checks.

Please email cover letters and resumes to iygcareers@indianayouthgroup.org and indicate the job you are applying for in the subject line.

