



Position: Chief Operating Officer
Reports to: Executive Director

Organization Overview:

NJ 211 is a nationally accredited, nonprofit organization that provides the public with front door access to nonprofit, government and faith-based services, as well as disaster response information. In times of personal crisis, we help to make the caring connection to over 3,000 agencies offering more than 10,000 programs and services. Our services are free, confidential and multilingual. We are open 24/7/365. People can contact us by dialing 211; texting their zip code to 898-211 or chatting online. Our database of over 10,000 programs and services is also accessible from our website. For more information, please visit www.nj211.org.

Position Overview:

This position is expected to be mission-focused, seasoned, strategic, and a process-minded leader with experience scaling an organization, leading the management team, and developing a performance culture among a group of diverse, talented individuals. The COO must be a leader who is able to help others at NJ 211 deliver measurable, cost-effective results that make the vision a reality. Importantly, the successful COO will have the skills, sensitivity, and personal confidence to tap into the power that each member of the team brings to this mission. While it is essential that the COO bring efficient and effective systems to increase the productivity of the organization, it is also critical that the team retain the focus and passion to help each and every person that contacts NJ 211.

Responsibilities

- Working in partnership with the Executive Director (ED) and Board of Directors to create the strategic five-year plan and implement new processes and approaches to achieve it
- Serve as the internal leader of the organization:
 - Coordinate the annual operations plan and budget
 - Lead the performance management process that measures and evaluates progress against goals for the organization
 - Provide for all staff a strong day-to-day leadership presence and support an open-door policy among all staff
- Lead and manage the direct reports including directors and managers who are responsible for contact center, resource database, website, IT and data analysis and reports. This includes:
 - Identify growth opportunities and priorities
 - Communicate the branded message internally and externally
 - Increase key impact measurements
 - Ensure that all programmatic partners are satisfied and renew their contracts

- Develop business plans, SOPs and other tools for operation
- Produce and implement a strategy performance management tool that tracks execution of activities of direct reports.
- Cultivate the values of NJ 211 within the organization
- Instill a human capital development and “coaching” culture within NJ 211; oversee human resources functions including: training, development, compensation and benefits, employee relations, performance evaluation and recruiting.
- Analyze the current technology infrastructure and scope out the next level of information technology and financial systems that support the growth of specific programs and the organization overall
- Ensure AIRS standards are implemented throughout the organization.
- Manage the AIRS Accreditation process; submit all required documentation and schedule evaluations
- Oversee all facility management including generator maintenance
- Work with the national 211 and UWW directors and executives to share and gather best practices
- Present to the board at quarterly meetings and serve on board committees
- Available afterhours and weekends to both staff and partners to support 24/7 operations

Qualifications

- Bachelor’s degree or higher required
- Minimum of 10 years successful and progressive experience in a professional capacity, preferably in nonprofit or contact center
- Proven success in organizational management, marketing, finances, grant administration, personnel and government relations
- Ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment
- Able to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary
- Ability to maintain high level of confidentiality
- Excellent interpersonal relationship skills
- Collaborative spirit and strategic vision
- Direct and mentor management team and foster staff development
- Excellent analytical, problem solving and conflict resolution skills
- Strong oral and written communication skills

NJ 211 is a disaster response organization working in partnership with the state emergency operation center. This requires all staff to be available during times of emergency, to work beyond normal hours and/or flexible hours to meet needs.

Equal Employment Opportunity – M/F/Disability/Veteran