



Title: Chief Operations Officer (COO)

Reports to: CEO

Primary Supervision: HrR, Finance and Operations Team

Shared Supervision: N/A

Classification: Full-Time, Exempt

At Communities In Schools of Michigan, we are “all-in” for kids. It is our passion—it is our mission. We provide resources and create communities of caring adults who work hand-in-hand with educators to make sure young people have the tools they need to stay in school and achieve in life. We are the nation’s largest dropout prevention organization, serving 1.5 million students in 2,400 sites across the country. We achieve this mission by hiring bright, creative, and innovative team members who have a passion for what we do.

At CIS we are committed to cultivating an engaged culture where all are recognized and valued for their contributions. We intentionally build experiences, provide space for individual and group voices across multiple dimensions. We also hold the following talent beliefs:

- Every staff member is passionate and committed to our mission.
- Our work is grounded in the success of our students.
- Our decisions and priorities are guided by how we can fulfill our mission and serve kids with quality.

Communities In Schools of Michigan believes relationships are the cornerstone to unlocking a student's potential. We will succeed by including in our strategies, ingraining in our culture, and reflecting in our behaviors, anti-racist principles and practices of diversity, equity and inclusion. As a result, we break down immediate and systemic barriers to create and equitable outcomes that are sustainable.

POSITION OVERVIEW:

Reporting to the CEO, this position is responsible to enhance, and in some cases establish the internal organization processes and functions of Communities In Schools of Michigan. This includes monitoring and oversight, administrative, technical and HR operations as well being a member of the Executive Team. The COO will serve as the Project Manager on numerous projects and provide support and direction to all departments. The COO must be an excellent supervisor, have experience in HR policies and practice and is responsible to help implement the vision and goals of CIS of Michigan as articulated by the Executive Director and CIS of Michigan Board of Directors.

QUALIFICATIONS:

- Minimum of 5 years' experience in Human Resources
- Bachelor's degree or higher from an accredited institution in Human Resource or Business Management
- 3-5 years of previous HR experience, which includes hands-on recruiting/selection experience and payroll processing, ADP experience is a plus.
- Strong understanding of the latest HR trends, best practices, and legal requirements
- Proficiency in all Microsoft Office products (Word, Excel, PowerPoint) is required
- Ability to communicate clearly with team members and team leaders by phone, in person, or through written correspondence
- Ability to multi-task & handle complex situations, while providing solutions
- Ability to perform duties with minimal direction
- Strong organizational and recordkeeping skills are required
- Meticulous attention to detail
- Ability to effectively present information, both in one-on-one and small group situations
- Strong ability to maintain confidentiality is a must
- Knowledge of Sage and ADP systems a plus
- Strong background in Google Suite
- Ability to use and maintain confidentiality and discretion.
- Must have high integrity and a strong work ethic.
- Demonstrated ability to work with diverse groups with a team approach and successful results.
- Ability to be a strong team player, work independently and collaborate with others as appropriate.
- Ability to make independent decisions
- Experience with a restorative approach to leadership
- 3 years or more of supervisory experience

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

ORGANIZATIONAL LEADERSHIP

- Serves as a member of the Senior Leadership Team, advising the CEO and other senior leaders on decisions affecting the organization.
- Participates in relevant convenings
- Engages in organization's diversity, equity, belonging and inclusion efforts, and considers this lens when supervising, coaching and mentoring staff.
- Serves as the primary supervisor for the Operations Director, HR Coordinator, Finance team and Office Administrator and point person for all relevant vendors and contractors
- Provides ongoing mentorship and performance coaching for members of the department.
- Conducts annual performance reviews for direct reports and supports their professional and personal development goals.
- Serves as a coach and strategic advisor to department employees by conducting weekly one-on-one meetings with direct reports.

- Leads Team Meetings with the Finance department meetings that occur at a frequency determined by team
- Collaborates with senior leadership team, peers and other managers in the organization, working through complex decisions and competing priorities.
- Foster a positive and collaborative team environment.

ADMINISTRATIVE (OPERATIONAL) MANAGEMENT:

- Oversee activities including: work contracts, facility and equipment leases, vendor RFP, and all administrative insurances (D&O, Liability, Workers Compensation, Property, etc.)
- Ensure all requirements for non-profit/tax exempt status are up to date for any federal/state needs
- Ensure smooth daily operations of physical offices including the management of facilities and equipment
- Manage the upkeep/replacement of equipment, supplies, facilities to meet
- Manage the agency's purchasing functions for equipment, furnishings, supplies, business cards, etc.
- Ensure proper records retention, storage, security, and destruction in accordance with CIS National's TQS standards, state regulations and funder restrictions
- Manage all operational contracts, vendors, and contracted employees
- Responsible for the agency's technology requirements including: servers, common software subscriptions, internet, computers, tablets, printers, copiers, scanners, video conferencing
- Provide weekly supervision to staff and serve as an instrumental member of the Executive team

HUMAN RESOURCES:

- Develop and implement HR strategies aligned with overall business goals.
- Provide direction and leadership to the HR team.
- Oversee the HR team, ensuring effective performance and professional growth.
- Ensure effective talent acquisition, development, and retention strategies.
- Oversee employee onboarding, offboarding and development programs.
- Implement and manage performance evaluation systems.
- Ensure alignment of employee goals with company objectives.
- Ensure competitive and equitable compensation structures.
- Oversee benefits administration and employee welfare programs.
- Ensure HR practices comply with equitable relevant laws and regulations .
- Develop and update HR policies and procedures.
- Ensure policies are communicated and adhered to across the organization.
- Track and analyze HR metrics to inform decision-making.
- Prepare regular reports on HR activities and performance.
- Lead HR initiatives during organizational change.
- Support employees through transitions and transformations.

FINANCE AND ACCOUNTING:

- Develop and implement financial strategies aligned with overall business goals.
- Provide direction and leadership to the finance and accounting team.
- Oversee the finance and accounting team, ensuring effective performance and professional growth.
- Foster a positive and collaborative team environment.
- Oversee budgeting, forecasting, and financial planning processes.
- Conduct financial analysis to inform strategic decision-making.
- Ensure accurate and timely preparation of financial statements and reports.
- Present financial performance to the executive team and stakeholders.
- Support and oversee financial aspects of strategic initiatives and projects.
- Ensure alignment of financial resources with strategic goals.
- Ensure the effective use of financial systems and technology.
- Implement improvements to enhance financial operations.
- Oversee day-to-day accounting operations, including accounts payable, accounts receivable, and payroll.
- Ensure accurate and efficient accounting processes.

WORKING CONDITIONS:

- Ability to travel throughout Michigan
- Flexible work environment
- Must work from the CIS of Michigan home office at least once a week
- Consistent attendance
- Ability to sit/stand at a computer for an extended period of time
- Ability to meet deadlines

SALARY AND BENEFITS:

\$82,000 annually, paid twice a month. Mileage reimbursement at the current IRS rate. Flexible work schedule. Three weeks paid vacation. Medical benefits and a 401k match.

Communities In Schools is committed to a workforce that is representative of the varied communities we are privileged to serve. We provide a work environment that does not discriminate based on race, color, national origin, gender, age, sexual orientation, gender identity or expression, marital status, mental or physical disability, genetic information, or any other basis protected by applicable law. Communities In Schools prohibits harassment of applicants or employees based on any of these protected categories.