

JOB DESCRIPTION



Job Title: Chief Administrative Officer
Reports To: President & Chief Executive Officer
Status: Full-Time, Exempt
Salary: DOE + Benefits

Fresno Building Healthy Communities does not discriminate on the basis of race, color, religion, origin, gender, national origin, age, marital status, military service, disability or sexual orientation. Reasonable accommodations provided upon request. All applicants tentatively selected for this position will be required to pass a background screening and submit to any required tests to screen for illegal drug and alcohol use prior to employment.

ORGANIZATION BACKGROUND

Fresno Building Healthy Communities (Fresno BHC) works with community leaders, non-profit and faith-based organizations, and policymakers to foster and encourage thriving communities where all children and families can live healthy, safe and productive lives.

Fresno BHC's work is grounded in the underlying belief that social, environmental, political, and economic factors together have an impact on the health and wellbeing of individuals and community as a whole. Fresno BHC works to continually engage a diverse constituency across the Central Valley around issues related to education, health, land-use, youth leadership, civic engagement, and community development, with special focus on residents living in central, southeast, and southwest Fresno.

Representing more than 97,000 south Fresno residents, Fresno BHC is building a movement to change policies and systems in order to create *one healthy Fresno* for everyone.

POSITION DESCRIPTION

Under the general direction and supervision of the President & CEO and serving as an integral member of the executive management team, the Chief Administrative Officer (CAO) is responsible for managing daily administrative operations and ensuring the smooth running of business according to established policies and vision. The CAO will oversee operationalizing new initiatives set forth by the President & CEO and contributes to the expansion and achievement of the organization's strategic goals. In addition to the strategic components, the CAO is charged with developing, implementing, and overseeing the administrative policies and procedures within Fresno BHC. The CAO leads effective and streamlined administrative systems, including financial, accounting, legal, information technology (IT), human resources (HR), and physical infrastructure to safeguard and augment the efficiency of the organization's operations to facilitate accelerating development and long-term success.

This is an outstanding opportunity for an administrative executive with operational experience and a proven track record of creative problem-solving and change management to join a mission driven organization. Fresno BHC is looking for an executive comfortable rolling up their sleeves to advance day-to-day operations, as well as contributing with high-level strategy and external exposure. The ideal candidate will have led transformation efforts in the past and have a healthy understanding of human resources and a continuous quality improvement culture.

RESPONSIBILITIES

1. Advise the President & CEO and other key members of the executive team on operational planning, budgeting, and policy matters.
2. Serve as a liaison to the Board; effectively communicate and present critical administrative matters at Board and audit meetings.
3. Contribute to the development of Fresno BHC's strategic goals and objectives as well as the overall management of the organization.
4. Develop and deliver progress reports, proposals, required documentation, and presentations, as directed.

5. Ensure organizational legal and regulatory compliance. Assume responsibility for timely reporting to regulatory agencies, funders, and Board.
6. Coordinate and lead the annual audit process, liaise with external auditors and the finance committee of the Board; assess any changes necessary.
7. Remain up to date on nonprofit audit best practices and state and federal law regarding nonprofit operations.
8. Update and implement all necessary business policies, practices, and manuals.
9. Proactively evaluate potential problem areas and initiate action to limit negative outcomes; use negotiation skills consistently to resolve disputes without the need for escalation.
10. Maintain continuous lines of communication, keeping the President & CEO informed of all critical issues.
11. Represent Fresno BHC externally as necessary.
12. Acts for President & CEO during their absence
13. Promote a culture of high performance and continuous quality improvement that values learning and a commitment to quality in accordance with set standards.
14. Directly manage the Operations staff – currently consisting of a Director of Operations, Compliance Manager, IT Specialist, and Administrative Assistant.
15. Ensure staff members receive timely and appropriate training and development. Establish and manage a comprehensive training program to educate employees regarding staff tools, policies, and procedures.
16. Establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities, conduct annual performance appraisals, and administer salary adjustments.
17. Mentor and develop staff using a supportive and collaborative approach.
18. Organize and coordinate inter- and intradepartmental operations.
19. Collaborate with colleagues to implement policies and develop improvements.
20. Oversee resource allocation and budgeting.
21. Manage and increase the effectiveness and efficiency of Support Services (HR, IT, Finance, etc.), through improvements in each function as well as coordination and communication between vendors and contractors.
22. Develop and administer Fresno BHC's human resources and administration, enhancing professional development, compensation and benefits, performance evaluation, training and recruiting.
23. Participate in assigned local, regional, and statewide activities; travel as needed.
24. Maintain flexible hours as frequent meetings and project activities occur outside normal office hours, on weekends, and in various locations.
25. Other duties as assigned.

REQUIREMENTS

The CAO must be a seasoned and mature individual who possesses excellent interpersonal and organizational skills. They must be comfortable working independently and as part of team, be detail oriented, highly efficient leader with at least 5-10 years of professional management experience, including a senior management leadership role with Human Resources oversight. They will have experience creating and driving the analytic framework for planning and managing organizational change in a highly entrepreneurial organization. The CAO must have broad knowledge of financial analysis and reporting techniques and risk management planning. Superior management skills and the ability to influence and engage direct and indirect reports and peers. They must be able to meet the responsibilities of the position, deadlines on a regular basis and meet high-quality standards on all activities and materials.

They must be a graduate from an accredited college or university with a bachelor's degree in a related field. Must possess a valid California Driver's License and verifiable automobile insurance and have the use of a reasonably reliable automobile for use on the job, ability to pass background checks including LiveScan fingerprinting, and must be able to occasionally lift up to 40 pounds.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

1. Deep interest in and commitment to the vision, mission, and work of Fresno BHC.
2. Knowledge of fiscal planning, budgeting, and reporting.

3. Excellent judgement and creative problem-solving skills including negotiation and conflict resolution skills.
4. Strong mentoring, coaching experience to a team with diverse levels of expertise.
5. Energetic, flexible, collaborative, and proactive; An organizational leader who can positively and productively impact both strategic and tactical administration initiatives.
6. Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, Fresno BHC's Board, and staff.
7. Proven skills to quickly evaluate complex issues and identify multiple options for resolution.
8. Ability to translate financial concepts to – and effectively collaborate with – programmatic and fundraising colleagues who do not necessarily have finance backgrounds.
9. Knowledge of contract management and experience in organizational effectiveness and operations management implementing best practices, including legal, audit, compliance, budget, and resource development.
10. Knowledge of tax and other compliance implications of non-profit status.
11. Display a high degree of initiative, integrity, loyalty, accountability, creativity, and good judgment; excellence in professionalism with the ability to maintain strict confidentiality.
12. Ability to develop and maintain effective working relationships with co-workers, partners, and people from diverse backgrounds and communities.
13. Excellent organization and attention to detail; ability to prepare timely, proper, clear, and concise comprehensive reports, summaries, abstracts, correspondence, and other documentation.
14. Ability to balance leadership and management roles within a growing organization.
15. Ability to understand and carry out oral and written instructions.
16. Expertise with and ability to operate modern office equipment including computer hardware, software, copy machines, scanners, multi-line phone systems, internet and web-based applications, proficiency in Microsoft Office Suite, Adobe, QuickBooks, and accounting systems and software.
17. Ability to speak, read, and write a second language is highly preferred.

PHYSICAL DEMANDS

Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, stooping, squatting, grasping, and making repetitive hand and finger movement in the performance of daily duties. The need to lift, drag and push files, paper and equipment weighing 40 or more pounds is also required. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus when reading correspondence, statistical data and using a computer. The CAO may experience added pressure from being exposed to difficult or controversial situations.

WORK ENVIRONMENT

The position typically works indoors in an air-conditioned office, with a mixture of natural, incandescent, and florescent light. Typical noise levels are muted by acoustic ceilings, carpets, and sound-deadening wall panels. Occasionally, the position is called upon to work outside of the office at a public meeting or event. Some of these occur indoors, while others occur outside with exposure to weather and temperature extremes and moderate noise levels. This position requires travel and the ability to interact with others in both small and large group settings. At times, this position may include periods of extended physical activity, such as walking/standing and/or moving and setting up equipment. The employee is frequently required to meet multiple demands from several people.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements, which may change from time to time based on business needs. When appropriate, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the job, so long as those accommodations do not create an undue hardship for the company. However, regular attendance and promptness are considered part of each employee's essential job functions.