

United Way of Central Florida Job Description

Position Title: Chief Operating Officer

Department: Community Impact	FLSA Classification: Exempt / Salary
Location: United Way	EEO Classification: Official or Manager
Supervisor: President	Status: Full Time

Summary: To plan, coordinate and direct the activities of the overall operations to include community studies, awareness of current community services (education, financial stability, health and basic needs), methods of measuring community impact, and other functions as assigned by the President. Functions on behalf of the President in his/her absence.

Essential Duties and Responsibilities:

- Works in partnership with the President to manage the affairs of the overall operations (Communications, Marketing and Resource Development) to include budgeting, strategic planning, staff management and leadership
- Cultivate relationships with committee members, steering teams, volunteers and donors to accomplish the UWCF Mission
- Engage and support community volunteers in Community Impact functions identified by Community Impact Cabinet
- Support efforts to fund programs that have significant, reliable and measurable social and fiscal impact
- Coordinate annual funding reports for impact grants and service sponsorships (Barnett/Jenkins Family, Iron Horse Family Foundation and others as needed)
- Collaborate with volunteers to maintain a valid community investment process and formula; maintain reliable process for the selection, prioritization and funding of the UWCF focus areas and initiatives
- Provide training to volunteers to ensure their ability to compare, contrast and evaluate programs based on measurable improvements in the areas of impact focus
- Facilitate timely communications to volunteers and staff concerning impact work. This work influences action taken by UWCF Board, Marketing, Resource Development and Community Investment Teams
- Plan, develop and coordinate United Way campaigns for key and unique accounts
- Oversee Community Investment Teams, Impact Steering Teams, Community Investment Committee and Community Impact Cabinet
- Participate in various internal and external committees and professional organizations
- Follow all organization's policies, practices, and procedures
- Participate in proactive team efforts to achieve departmental and company goals
- Provide leadership to others through example and sharing of knowledge/skill
- Other duties may be assigned to meet business needs.

Supervisory Responsibilities:

- Directly supervises the Director Success By 6, Master Teachers, Community Impact Manager and Community Projects Manager & Analyst and Director of 2-1-1 Performs supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees, planning, assigning and directing work; appraising performance of employees; addressing complaints and

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resolving problems.

- Facilitating or participating in community studies regarding education, financial stability and health (CHAP, etc.)
- Maintaining awareness of local services that affect education, financial stability, health and basic needs.

Qualification/Requirements:

- Ability to read, analyze and interpret technical, financial and legal documents. Ability to respond to questions from groups of managers, clients, customers and the general public. Ability to respond to common inquiries or complaints from customers or members of the business community. Ability to write speeches and articles for publication that conforms to prescribed style and format. Ability to effectively present information to top management, public groups and/or boards of directors.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Proficient personal computer skills including electronic mail, recordkeeping, routine database activity, word processing, spreadsheets and graphics
- Ability to handle multiple tasks simultaneously
- Ability to handle a rigorous schedule of deadlines

Education/Training/Experience:

Bachelor's degree (B.A.) from four-year college or university; five years related experience and/or training; or equivalent combination of education and experience.

Physical Demands:

Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature. Includes sitting and/or standing for extended periods of time with the ability to lift up to 25 lbs.

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Travel Demands:

Must have reliable transportation and ability to travel to worksites and community based meetings and events

Disaster Response:

Every United Way of Central Florida employee is a disaster response worker and is expected to work any time when the Polk County Emergency Support Function (ESF) is activated. It is expected that all employees will work in their disaster response roles as assigned after they have assessed the welfare of their families and the safety of their own surroundings.