

Job Description



Job Title: Chief Operations Officer		Department: Administration	
Reports to: Chief Executive Officer		Date: May 1, 2018	
Job Code:	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	FLSA: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Position Details: Individual Contributor x Supervisor/Manager (direct reports)
Approved By: Eddie Foreman, CEO			

JOB SUMMARY

The Chief Operations Officer (COO) establishes and maintains systems to ensure operational compliance in program-specific activities to meet the mission and goals of COWIB. The COWIB operates in compliance with its published policies and procedures, its contractual commitments, federal and state regulations and the provisions of the federal Workforce Innovation and Opportunity Act (WIOA). This position oversees the performance compliance reviews of the operations of WIOA Title 1 program service providers and provides direct support of both the COWIB and the CLEO in satisfying their responsibilities to oversee the delivery of these contracted services. Must be operationally familiar with rules and regulations of WIOA and other applicable public laws including, but not limited to, the Office of Management and Budget (OMB) circulars, Code of Federal Regulations (CFR), the Oklahoma Office of Workforce Development (OOWD) directives and policy. At all times the COO represents the Central Oklahoma Workforce Investment Board and performs the essential functions of the job at the highest professional standards.

RESPONSIBILITIES

- Develops and implements policy directly supporting COWIB's strategic plan for aligning workforce system resources, improving the global and competitiveness and general economic condition of Central Oklahoma.
- Establishes and maintains workforce systems monitoring and protocols to recognize and correct noncompliant operations and to improve system performance generally.
- Provides recommendations to CEO on operational policy and procedure development;
- Oversees the development of written policies and procedures manuals and directives.
- Reviews current and proposed federal and state legislation, and state and local policies and procedures to ensure Board compliance and to determine impact on the workforce systems effectiveness and delivery system.
- In collaboration with the CEO, develops program design and budget to benefit the workforce system.
- Works with CEO to conduct contract proposal reviews with Board committees and makes recommendations for Board action; provides contract oversight and tracks contractor operations and performance after proposal award.
- Supervises Programmatic Managers to ensure that all programs and efforts of Board staff are working cohesively to promote the vision, mission and goals of the Board, while strengthen the workforce system in Central Oklahoma.
- Works with partner agencies to ensure the workforce system responsive to customers' needs while eliminating duplication and ineffective work tactics.
- Reviews and coordinates periodic desk and on-site reviews to ensure One-Stop Operator, One-Stop Partner agency, and eligible Service Provider compliance with state and federal laws and regulations, COWIB policies and procedures, and with contract specifications. Includes reviews of performance data, fiscal compliance and partner's compliance with memorandums of understanding.
- Oversees contractor and One-Stop corrective action in response to COWIB contract administration, audit, and monitoring visit findings of deficiencies and discrepancies. Designs and implements processes, tools and resources to support contractor performance improvement.
- Prepares and delivers performance and management reports for the CEO, COWIB Board and committees, and CLEO on a weekly and or/monthly basis.

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- Acts as local point of contact for Eligible Training Providers and their application process; collaborates with partner agencies and Business Services Manager to develop a system identifying training needs of business community; works with local training institutions to ensure training opportunities to meet business community needs are available without unnecessary duplication of efforts.
- Identifies grant opportunities in alignment with the Board's mission and writes appropriate applications.
- Develops and maintains necessary policy and procedures for COWIB staff and its functions, including but not limited to personnel, travel, accounting, and procurement; conducts periodic policy review for efficiency, effectiveness and statutory compliance.
- Manage and administer COWIB's EEO and Grievance process; ensure EEO compliance standards are met by all Board, Board committee, Youth Council, One-Stop Operators and Partners, and Service Providers.
- Contributes to COWIB's mission and success in reaching goals by accepting ownership new and different assignments and requests; explores opportunities to add value to job accomplishments.
- Assumes duties of the CEO when he/she is not available.
- Performs other duties as may be assigned.

REQUIREMENTS

- Familiarity with Central Oklahoma's efforts to improve workforce quality, including the Workforce Innovation and Opportunity Act, Oklahoma Office of Workforce Development, DOL/ETA, and Governor's Council on Workforce and Economic Development.
- Ability to understand and comply with WIOA and COWIB policies and procedures.
- Conducts performance in accordance with the important role of compliance in the success of organizations
- Ability to plan and execute monitoring systems and protocols
- Highly organized, and able to work well with the COWIB staff, One-Stop Operators and Partners, Youth Council, alliance partners and customers at all organizational levels.
- Demonstrated knowledge of and experienced in strategic planning, budgets, and basic business research.
- Demonstrated knowledge of contract and fiscal administration.
- Skilled in analyzing data and identifying emerging trends; sound judgment in arriving at conclusions.
- Possess superior communication skills, both written and verbal.
- Possess strong team orientation with the ability to collaborate, influence, build consensus and negotiate.
- Highly detailed oriented, maintaining attention to continuity, project sustainability, and quality.
- Self-directed and able to deliver on objectives in a timely manner and in a high demand environment.
- Demonstrated tactical, analytical, problem solving, decision making and conflict resolution skills.
- Ability to read, analyze and interpret governmental laws and regulations, general business periodicals, professional journals, technical procedures.
- Computer literate, specifically MS Office applications.
- Knowledge and technical experience related directly to successful tracking and reporting of business service delivery and compliance activities.

EDUCATION & WORK EXPERIENCE

- Bachelor's Degree in Business, Public Administration or a related field.
- Minimum five (5) years demonstrated experience in executive and daily operational support to a nonprofit or private sector Board of Directors and/or Executive Team.
- Experience preferred in working with the public workforce development system and with the Workforce Innovation and Opportunity Act (WIOA).

ADDITIONAL CERTIFICATIONS AND/OR LICENSES

- Valid Oklahoma Drivers' License

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PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

While performing duties of this job employee will travel often off site during the course of conducting business, will be exposed to driving varying distances within the COWIB Area, in all road and weather conditions. Off-site meetings often include walking tours of industry and business locations; not all sites may be wheelchair accessible; essential functions of the job require the employee to frequently sit and stand. Must have manual dexterity and vision necessary to perform essential functions. May be required to lift and carry up to 25 pounds. Communication and presentation responsibilities and activities require the ability to hear and speak. The noise level and smoking environment will be dependent upon customer business and culture. COWIB offices are a nonsmoking area.

Primarily works in an office environment; off-site work characteristics described herein are representative of those an employee encounters while performing the essential functions of the job.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

I acknowledge that I have read and understand this job description.

Employee Signature

Date

Chief Executive Officer

Date