



Kennett Area Community Service Chief Operating Officer (COO)

Location: Kennett Square, PA
Reports To: Board of Directors
FLSA Status: Exempt

Position Overview:

The COO is a senior leadership role responsible for the comprehensive oversight of KACS's operational programs, personnel, and operational partnerships and vendors. Reporting directly to the Board of Directors, the COO ensures the effective and efficient delivery of services aligned with KACS's mission to strengthen the community in Southern Chester County through food, housing, crisis services, and education. This role collaborates closely with the Chief Executive Officer of KACS as a peer partner to advance the organization's strategic goals.

This job description outlines the primary duties and qualifications for the Chief Operating Officer role at KACS, emphasizing leadership in program management, operational oversight, and collaboration with executive leadership to fulfill the organization's mission.

Key Responsibilities:

1. Program Oversight and Development:

- Lead the management and evaluation of all KACS programs, including the Food Cupboard, Social Services, Housing Initiatives, and Community Education Workshops.
- Ensure programs are delivered effectively, meeting the needs of the community, and align with KACS's mission and strategic objectives.
- Assemble and provide the board package to the KACS Board of Directors monthly. Verbally update the board on the highlights at each monthly board meeting.
- Work with the CEO on the gathering of information and compilation of the required data for KACS Annual/Impact Report and the gathering and compilation for grant opportunities.

2. Operational Management:

- Oversee daily operations, ensuring organizational efficiency and effectiveness.
- Develop and implement operational policies and procedures to maintain high standards of service delivery.
- Manage incident reporting and resolution processes to ensure a safe and responsive environment for staff and clients.



3. Financial Oversight:

- Develop and manage program budgets in collaboration with the finance team, ensuring fiscal responsibility and alignment with organizational goals.
- Has the highest level of signing authority for funds movement transactions, check signing authority and vendor contracts. In line with the CEO.
- Monitor financial performance, providing regular reports to the Board of Directors.
- Ensure compliance with funding requirements and assist the CEO in grant reporting as needed.
- Oversight and responsibility for financial reporting requirements including the Annual Financial Report and 990.

4. Staff Leadership and Human Resources:

- Responsible for hiring and termination decisions as well as ongoing performance management of the staff.
- Supervise and support program managers and staff, fostering a culture of collaboration, accountability, and professional growth.
- Oversee recruitment, training, and performance evaluations to build and maintain a high-performing team.
- Ensure compliance with HR policies and relevant labor laws.

5. Operational Partnerships and Vendor Management:

- Maintain and strengthen existing partnerships with community organizations and service providers to enhance program delivery and resource sharing.

6. Collaboration with CEO

- Work closely with the peer CEO to align operational activities with strategic initiatives.
- Provide operational insights to support strategic planning and operational processes.

Preferred Qualifications:

• Education:

- Bachelor's degree in social work, Public Administration, Nonprofit Management, or a related field; master's degree preferred.

• Experience:

- Minimum of 5 years in a senior management role with a focus on program management and operations.
- Demonstrated experience in staff supervision, financial management, and operational and vendor partnership management.



- **Skills and Competencies:**

- Strong leadership and team management abilities.
- Excellent organizational and problem-solving skills.
- Proficient in budget development and financial analysis.
- Effective communication and interpersonal skills.
- Bi-lingual Spanish speaking preferred

Working Conditions:

- Full-time position based in Kennett Square, PA.
- Evening and weekend hours will be required.
- Must have a valid driver's license and access to reliable transportation.
- Lifting: Persons or objects weighing up to 50 lbs. without assistance; occasionally, over 50 lbs., with assistance.
- Standing or sitting. Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks - at times, for long distances or moving from one work area to another.
- Other movements required from time to time may include, but are not limited to: Stooping, kneeling, crouching, crawling, reaching, pushing, pulling, grasping, and repetitive joint motions.

Application Process:

Interested candidates should submit a resume and cover letter detailing their qualifications and interest in the position to Careers@KACSImpact.org. A brief diversity statement is also required for all applicants. Applications will be reviewed on a rolling basis until the position is filled.