



JOB DESCRIPTION

POSITION: Chief Administrative Officer

FLSA: Exempt

DATE: 08/25

REPORTS TO: Executive Director

DEPT/DIV: Executive

Grade: 15

RIHousing is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

RIHousing strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission, we:

- Offer competitive and innovative single family and multifamily lending programs.
- Provide housing related education to consumers and others.
- Finance development that builds healthy, vibrant communities.
- Invest housing grants and subsidies to Rhode Islanders with the greatest need.

RIHousing uses its resources to provide low-interest loans and grants to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a privately funded public purpose corporation.

RIHousing requires its employees to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island's housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and possess a high level of integrity and a deep respect for all Rhode Islanders, including customers, partners and fellow employees.

JOB SUMMARY

The Chief Administrative Officer (CAO) is an executive level position at RIHousing and has responsibility for leading and managing administrative aspects of the Agency and in collaboration with the executive team ensuring that the overall mission of RIHousing is fulfilled. The CAO drives the organization toward operational excellence. Reporting to the Executive Director, the CAO has both internal and external responsibilities, including management of three internal departments, interfacing with external vendors, partners and state agencies, and project management within the organization. The CAO provides management and oversight of 30+- direct and indirect reports in the Information Technology (IT), Facilities, and Quality Control (QC) departments. This individual oversees and monitors internal operations, including assisting the Executive Director, Chief Financial Officer and Director of Accounting in the successful development and management of the agency's operating budget for CAO departments. As CAO, the incumbent works closely with the Executive Director, the Chief Financial Officer, and the Deputy Executive Director on operational planning for the Agency.

JOB FUNCTIONS

The CAO oversees the IT, Facilities, and QC departments and provides guidance and direction to the Directors/Managers of these departments, supports their work and ensures coordination with other divisions to support the overall strategic plan for the Agency. The CAO has responsibility for leading and managing administrative aspects of the Agency under the direction of the Executive Director and collaborates closely with the senior management team. They maintain continuous lines of communication, keeping the Executive Director and Deputy Executive Director informed of all critical issues. The incumbent must demonstrate a track record of high performance, as well as strong management and leadership skills. They provide organizational administration of staff and company systems to enable the Executive Director and the senior management team to manage their divisions effectively and efficiently. This role coordinates the administrative functions and works with the IT, Facilities and department directors to develop and implement policies and procedures regarding

operational processes, efficiency, and process improvement.

In collaboration with the Executive Director, Deputy Executive Director, and Chief Financial Officer the CAO coordinates business planning and executes the annual budget process relevant to the CAO's departmental operating and administrative budgets. The incumbent works to continuously improve the efficiency of the internal operations of RIHousing. They explore initiatives and best practices from other states and agencies as well as the private sector and consider the feasibility of implementing these at RIHousing. They ensure that the organization has useful management information systems with data that allows management and staff to make more informed decisions about programs and strategies.

The CAO collaborates with colleagues to implement policies, develop improvements, and provide guidance on Agency strategies on sustainability. Through administration, operational excellence, development of systems and protocols, the CAO supports the overall mission and goals of the business units within the organization. The CAO oversees and directs procurement, purchasing activities, and vendor management for IT, Facilities, and QC in partnership with the Finance and Legal departments and under the direction of the Executive Director. The CAO serves as the Qualified Individual responsible for overseeing and implementing RIHousing's information security program and enforcing the information and data security program.

The CAO oversees and assesses information management systems and technology infrastructure and coordinates necessary system upgrades and improvements in collaboration with the IT Director. Leads the development of policies and procedures, protocols and the implementation of internal processes and management tools to streamline workflows in his/her respective divisions and drives internal efficiencies within these business units. The CAO is responsible for maintaining short- and long-range operational strategies in alignment with the Agency's executive direction and Strategic Plan. In consultation with the Executive Director the CAO oversees the capital planning and project management functions.

The CAO serves a complex function with a significant number of interrelated professional disciplines that must be coordinated and balanced. The position requires, and is given, discretion and latitude to direct and control affairs of his/her business units. The position requires the exercise of collaboration, influence, vision, ingenuity, creativity, judgment, and problem-solving skills.

PRINCIPAL ACCOUNTABILITIES

- Oversee the IT, Facilities and QC departments and provide guidance and direction to the Director of IT, Facilities Manager, Senior Manager of QC and outside vendors and consultants.
- In collaboration with the Executive Director, Chief Financial Officer and Director of Accounting, prudently develops and executes a budget approved by the Board of Commissioners for the IT, Facilities and QC departments.
- Conducts analysis and review of internal operations, including but not limited to program monitoring and compliance; constantly seek to expand and improve the processes of the IT, Facilities, and QC departments and cross collaboration opportunities with other business units.
- Explore initiatives and best practices from other states and agencies as well as the private sector and consider the feasibility of implementing these at RIHousing. The CAO assures that the organization has useful management information systems with data that allows management and staff to make more informed decisions about programs and strategies.
- Manages the records retention and document management functions of the Agency. This includes ensuring compliance with all applicable federal and state regulations surrounding public documents, disposal schedules, information security and storage, as well as working with the Legal team to develop policies and procedures to ensure confidentiality and secure management of personally identifiable information.
- Assists with solicitation, document, and policy preparation and review, as needed.

QUALIFICATIONS

- Bachelor's (required) or master's (preferred) degree in business, public administration, or another relevant field.
- 15+ years of broad-based senior-level general management experience – directing and overseeing the

administration of a service-driven organization of comparable complexity.

- Demonstrated achievement of high standards of organizational performance and productivity in the face of limited resources and persistent customer needs.
- Experience with administrative oversight within a high-profile government or charitable organization; the experience and judgment to strategically identify and implement initiatives.
- Excellent verbal and written communications skills, as well as negotiation, problem-solving, outcome measurement and analysis skills.
- Knowledge and experience with housing, housing finance, housing development, community lending and community development will be considered a major asset.
- Demonstrate very high levels of integrity, ethics, and respect for others.
- Use of personal vehicle, valid driver's license and proof of insurance is required.