



## JOB DESCRIPTION

**POSITION:** Chief Operating Officer

**FLSA:** Exempt

**DATE:** 10/19

**REPORTS TO:** Executive Director

**DEPT/DIV:** Executive

**Grade:** E8-2

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*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 multi family 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 Operating Officer (“COO”) is a key leadership position at RIHousing. This position is responsible for oversight of the day-to-day operations of the agency and ensuring that the overall mission of RIHousing is fulfilled. Reporting to the Executive Director, the COO will have both internal and external responsibilities, ranging from interfacing with external vendors, partners and state agencies, project management within the organization that includes administration and oversight of the Loan Servicing Division, and the Information Technology, Facilities, Quality Control and Human Resources Departments. This individual will oversee and monitor internal operations, including assisting the Executive Director, Chief Financial Officer and Director of Accounting in the successful execution of a \$30 million operating budget, and identify the most efficient methods to ensure the success of the corporation. As COO, the incumbent will work closely with the Executive Director, the Chief Financial Officer and the Deputy Executive Director on financial and business planning for the Agency.

## JOB FUNCTIONS

This is an executive level position. The COO oversees the Loan Servicing Division and Information Technology, Facilities, Quality Control and Human Resources Departments. He or she will provide guidance and direction to the Directors of these various departments.

The COO will have bottom line responsibility for leading and managing all operational and administrative aspects of the Agency. The COO will collaborate with the senior management team He/she will maintain continuous lines of communication, keeping the Executive Director and Deputy Executive Director informed of all critical issues. Incumbent

must demonstrate a track record of high performance, as well as strong management and leadership skills. He/she will provide organizational administration of staff and company systems to enable the Executive Director and the senior management team to effectively and efficiently manage their divisions. This role coordinates all administrative functions and works with the department managers 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 COO will coordinate business planning and execute the annual budget process as relevant to all operational and administrative aspects of the organization. Incumbent will work to continuously improve the efficiency of the internal operations of RIHousing.

He or she will explore initiatives and best practices from other states and agencies as well as the private sector and consider the feasibility of implementing them at RIHousing. The position will assure 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 COO will work with the Assistant Deputy Director of Loan Servicing to ensure the most cost-effective management of the mortgage and real estate owned portfolio in a multi-state environment. He/she will continuously evaluate the profitability of the Division and growth potential or consolidation of the business lines ensuring that the mortgage and real estate portfolio perform to it's maximum potential.

#### **COMPLEXITY/IMPACT:**

Complex function with significant number of interrelated professional disciplines which must be coordinated. Considerable discretion and latitude to direct and control affairs of the organization. Requires the exercise of ingenuity, creativity, judgment and problem solving skills. RIHousing is substantially committed to decisions and recommendations made under RIHousing authorization limits.

Responsible for financial decisions that have a significant impact on RIHousing. Interacts with diverse populations and promotes policies which affect thousands of people.

#### **PRINCIPAL ACCOUNTABILITIES**

- Oversight of the operations and profitability of the Loan Servicing Division providing guidance and direction to the Assistant Deputy Director of Loan Servicing and senior team within the Division.
- Oversee the Information Technology, Human Resources, Facilities and Quality Control Departments and provide guidance and direction to the Director of Information Technology, Director of Human Resources, Facilities Manager, Senior Manager of Quality Control and outside vendors and consultants.
- In collaboration with the Chief Financial Officer and Director of Accounting, prudently execute a \$30 million administrative budget.
- Promote analysis and review of internal operations, including but not limited to program monitoring and compliance; constantly seeking to expand and improve the processes of the Information Services, Human Resources, Facilities and Quality Control Departments.
- Explore initiatives and best practices from other states and agencies as well as the private sector and consider the feasibility of implementing them at RIHousing. The position will assure that the organization has useful management information systems with data that allows management and staff to make more informed decisions about programs and strategies.

#### **QUALIFICATIONS**

- 15+ years of broad-based senior-level general management experience – directing and overseeing the administration and operations of a service-driven organization of comparable complexity.
- He/she must have demonstrated achievement of high standards of organizational performance and productivity in the face of limited resources and persistent customer needs
- Experience with the administration of 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.
- Must demonstrate very high levels of integrity, ethics and respect for others.
- An advanced degree in business administration or public policy is highly preferred.
- Use of personal vehicle, valid driver's license and proof of insurance is required.