

POSITION DESCRIPTION

Approved By: Executive Director

Job Title: Chief Operating Officer **Department:** Administration

Reports To: Executive Director **Grade/FLSA:** Exempt

Recent Review Date: 10.01.2023 **Future Review Date:** 10.01.2025

Hiring Range Depending on Education and Experience: \$3269.23 - \$3653.85 per pay period

AGENCY SUMMARY:

CNY Works is a not for profit (501 (c)(3)) corporation and serves as the Onondaga County Workforce Development Board. CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the CNY area. CNY Works functions as the apolitical convener of business, economic development and community agendas to define workforce system goals, garner resources and support growth and development of the local and regional economy. On an operational level, CNY Works oversees the community's "One-Stop" Career Center services and provides services to help develop, attract and retain workforce talent in the Central New York region by providing skill development, training, education services, information, and career resources for job seekers and businesses.

POSITION OVERVIEW:

Reporting to the Executive Director, the Chief Operating Officer (COO) is a member of the senior leadership team. The COO will implement business strategies and policies to provide continual administrative and operational improvements. They will communicate strategies and policies to employees, oversee Human Resources, payroll, day-to-day business administration, and ensure that adequate administrative and reporting procedures are in place. The COO will ensure the Agency's administrative work is carried out in a manner consistent with CNY Works strategic plan.

POSITION ESSENTIAL FUNCTIONS:

- Acts in place of the Executive Director and Deputy Director in their absence adhering to established parameters.
- Collaborate with the Executive Director in setting and driving organizational vision, operations strategy, and hiring levels.
- Support the Executive Director in building a highly inclusive culture that ensures Agency team members can succeed and grow professionally.
- Ensure effective recruiting, onboarding, and retention. Develop, train, and monitor a performance management system.
- Oversee Agency Human Resources including but not limited to health and dental benefits, the Agency retirement plan, life insurance, STD/LTD, PFL, and FMLA.
- Serve as the administrator for all background checks performing due diligence in accordance with article 23-A, monitor and address any and all reports received from the NYS DMV.
- Work with supervisors and staff in relation to issuing corrective actions and performance improvement plans.
- Serve as the Payroll expert for the Agency ensuring timely and accurate processing of bi-weekly payroll for two company codes.

- Ensure compliance with federal, state and local laws and regulations, taking appropriate action when necessary.
- Meet all deadlines for completing and submitting mandatory administrative reports and requests for Agency information.
- Oversee the annual renewal of the Agency's corporate insurance including completing the annual workers compensation audit and maintain a working knowledge of all insurance policies to enact each policy if/when needed.
- Perform all duties related to being the EEO Officer for the Agency.
- Ensure building security by monitoring the building card access system, overseeing assigned County Sheriffs, monitoring security cameras as needed, work in conjunction with building management, and communicate with NYSDOL on all unusual incidents.
- Assist in overseeing compliance of the Local Workforce Development Board to include but not limited to certification of the board, the composition of the board, Director terms of service, board meeting notifications, and minute preparation including postings
- Attend all Local Workforce Development Board and committee meetings.
- Prepare, distribute, ensure compliance, monitor responses, and lead the review of Requests for Proposals for Agency administrative operations including oversight of final contracts issued.
- Oversee and ensure timely and accurate renewal and execution of administrative contracts such as but not limited to building lease, IT vendor, and cleaning services.
- Review accuracy and supporting documentation for weekly checks and sign as authorized official in the absence of the Executive Director and Deputy Director.
- Perform other duties as assigned.

ACCOUNTABILITIES:

Meet the expectations of the Executive Director of CNY Works including being an efficient collaborator and working in tandem with them. Meet position essential functions for quality and productivity. Effectively work with the senior leadership team and other professionals within the organization. Build and maintain trusting relationships with community partners, Agency vendors, and all stakeholders. Ability to work flexible hours to fulfill expectations associated with senior leadership responsibilities. Adhere to agency policies and procedures.

QUALIFICATION STANDARDS:

Bachelor's degree required. Concentration/major in business administration, organizational management, human resources, workforce education, or a related field, AND five to ten years of experience in progressively responsible positions with at least five years in a senior-level management position that involved policymaking; leading, supervising and training people; decision-making; and/or business planning. Knowledge of grant funding, federal funding, time allocation, and audits ideal.

CNY Works is an Equal Opportunity Employer. The Agency is committed to Diversity, Equity, and Inclusion. We encourage others with similar values to apply.

- Excellent leadership skills with personal integrity and ability to inspire and motivate others;
- Excellent verbal and written communications skills;
- Excellent presentation skills;
- Excellent organizational skills, attention to detail and judgment;
- Good team player, emotionally intelligent, disciplined, and focused;
- Proficiency with MS Office, especially Word, Excel and PowerPoint;

- Ability to work independently and to exercise judgment to make appropriate decisions;
- Ability to organize and prioritize work and perform multiple tasks simultaneously;
- Ability to complete detailed tasks with a high level of accuracy;
- Ability to be flexible and adaptable;
- Ability to find solutions to challenges by considering all angles of a problem and business needs, while being a strategic and creative thinker;
- Ability to receive and convey detailed instructions to other workers and vendors accurately;
- Ability to research and analyze detailed information accurately;
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed; and
- Ability to use personal transportation for local and regional travel and maintain valid driver's license

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor

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