



## Chief Operating Officer

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### **JOB SUMMARY:**

Association/Property management company seeks an executive leadership team member for the role of Chief Operating Officer to facilitate improvement efforts and promote efficiency and productivity. Candidates must display integrity, loyalty, confidentiality and professionalism with the executive team, co-workers and clients.

### **SCOPE:**

The COO is a full-time, salaried employee. This employee will report directly to the CEO. They will lead, manage, organize, and delegate projects and initiatives with the Senior Leadership Council (SLC) and other company leaders.

### **RESPONSIBILITIES:**

- **Participate in Senior Leadership Council (SLC) (10%)**
  - Follow EOS – Entrepreneurial Operating System / Traction
  - Attend SLC Level 10 meetings
  - Consult with SLC members on projects, initiatives and other items
  - Manage and complete assigned tasks on the SLC Leadership Team
  
- **Oversee all aspects of Corporate Finance (25%)**
  - AR/AP functions
  - Budgets
  - Financial reports, forecasts and analysis
  - Reconciliations
  - Cash flow management
  
- **Oversee all aspects of Human Resources (10%)**
  - Employee recruiting, onboarding and termination
  - Employee relations
  - Payroll
  - Benefit administration
  - Employee Performance Improvement Plans
  
- **Oversee all aspects of IT (17.5%)**
  - IT security
  - Network efficiencies and optimization

- Internal software
- VoIP phone systems
- Hardware
- Third-party relationships
  
- **Oversee all aspects of Corporate Analytics (20%)**
  - Data operations solutions
  - Conduct in-depth financial research
  - Analyze financial data, develop strategic solutions, and provide forecasting support
  - Organize data into accessible reports and perform various types of analysis using key metrics such as period-over-period growth, return on assets, return on equity and earnings
  - Business operations processes and procedures
  - Maintain internal HUB
  
- **Oversee all aspects of Client/Association Support Operations (7.5%)**
  - Client/Association accounting
  - Collections/Delinquencies
  - Disclosure
  - Title
  - Client/Association administration duties
  
- **Daily company operations (8%)**
  - Physical facilities
  - Company vehicles
  - Corporate/Business structure
  - Outside vendors/business partners
  - Insurance
  - Taxes
  - Business solution software
  
- **Participate in relationship with industry cooperative (Innovia) (1%)**
  - Research and analyze cooperative-sponsored programs and provide adoption recommendations to SLC
  - Oversee implementation when programs as SLC approves them
  - Attend annual conference, monthly user meetings, and other events

- **Identify strategic business alliances and business opportunities (1%)**
  - Research and analyze potential business alliances and business opportunities and provide adoption recommendations to SLC/CEO
  - Network with competitors and businesses and provide intelligence to SLC/CEO
  - Attend conference and B2B events

## **KNOWLEDGE, SKILLS & ABILITIES:**

### **Knowledge:**

The position requires knowledge in the following areas:

- Advanced understanding of corporate/business accounting
- Advanced knowledge of analytics and processes
- Advanced understanding of Microsoft products
- Advanced writing and communication skills
- Advanced understanding of business structures, organizations, leadership, processes and procedures

### **Skills:**

The incumbent must possess the following skills:

- Strong analytical abilities crucial to effectively research, evaluate, and interpret complex data, while maintaining attention to detail
- Effective verbal and listening communication skills – articulate ideas, concepts, products and strategies to internal and external customers
- Ability to establish and maintain effective working relationships with peers, executives and external partners
- Attention to detail and high level of accuracy
- Effective organizational skills
- Presentation skills
- Problem solving
- Experience with QuickBooks
- Project management
  - Experience with project management platforms (e.g., Asana, Monday.com, Smartsheet)
- Experience with analytics dashboarding such as Power BI
- Customer service skills
- Computer skills including the ability to proficiently operate spreadsheets, relational databases, word processing programs, and e-mail as well as type a minimum of 45 wpm

**Personal Attributes:**

The incumbent must also demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Be flexible and adaptable
- Demonstrate sound work ethics
- Good sense of humor

**EDUCATION & WORK EXPERIENCE QUALIFICATIONS:**

Bachelor's degree or equivalent work experience and/or a minimum of 10+ years of leadership/management experience. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this job description are representative of the knowledge, skills, and/or ability required and are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with this position.

**To Apply:** Email Letter of Interest, Resume & Wage Requirements to [jobs@hoaliving.com](mailto:jobs@hoaliving.com).