



2010 Chestnut Street
Philadelphia, PA 19103
Telephone: (215) 564-5500 Facsimile: (215) 564-0933
Website: www.worc-pa.com

Job Title: Chief Operating Officer

Position Summary:

The Chief Operating Officer manages the day-to-day operations of the organization including administrative services, IT, MIS, contract compliance, facilities management, security, purchasing, financial cost control, development, human resources, and risk management.

This person reports to the President and works to ensure the day to day operations are consistent with the long term direction of the organization. Women's Opportunities Resource Center (WORC) is growing and there are growth opportunities.

Essential Duties and Responsibilities:

- Develops and implements standard operating procedures and systems to increase efficiency and ensure smooth day-to-day operations. Implements improvements to organizational processes and systems including the identification, and implementation of new technology which maximizes the efficient use of resources.
- The Director of Lending/Training and Saving/Asset Building Program Manager reports to this position while managing the Office manager/receptionist, Maintenance/Cleaning Company, and outside IT technical support consultant and development.
- Assures compliance with all Federal and State regulations as well as funding contract requirements; prepares contract time lines; monitor agencies performance against contract goals and other deliverables in conjunction with Director of Lending/Training and Saving/Asset Building Program Manager; ensures external reports submitted on time; maintains key data.
- Oversees and maintains computer software and wireless hardware systems in conjunction with outsourced computer network consultant.
e.g. installation of software and equipment, e-mail, server maintenance and security, trouble -shooting the system, and staff training. Identifies evolving tech needs and implementation of new technology.
- Oversees development and funding sources by insuring deadlines, contract goals, progress reports, evaluation requirements are met.

- Responsible for Human Resources duties include recruitment of staff, Agency orientation and maintenance of personnel files and benefits. Coordinates annual performance and salary review process. Maintains and ensures employee handbook is in compliance with employment laws.
- Directs the facilities management and security of building and grounds; secures, authorizes and manages all contracted facilities services such as janitorial services, HVAC, snow removal, electrical and plumbing.
- Responsible for Risk Management, negotiates contracts and maintains all property and liability insurance for the organization.
- Performs other duties as required.

Knowledge Skills and Abilities:

Strong problem solving skills and strategic thinking.
 Strong management/team building and motivational skills.
 Excellent organization and planning skills.
 Strong written communications and interpersonal skills.
 Ability to multitask and meet tight deadlines.
 Excellent working knowledge of computers including hardware and software.
 Advanced knowledge of Microsoft Suite specifically Word, Excel and Access
 Strong financial management skills

Education and Experience:

Bachelor’s degree in operations management and/or MBA preferred. Minimum 5 years’ experience successfully managing administrative and/or operational functions of an organization. Nonprofit experience preferred and experience working in Community Development Financial Institutions a plus.

Salary range 75k to 80k based on experience and applicable skills. Benefits include: vacation, paid holidays, health insurance, and pension plan. WORC/EOF is an equal opportunity employer and the board and staff value diversity in all aspects of employment.

The mission of WORC is to promote social and economic self-sufficiency primarily for economically disadvantaged women and their families. WORC provides entrepreneurial training, individual business assistance, incentive savings programs, micro and small business loans and access to business and financial resources. WORC empowers its constituents through various self-help strategies and access to its local and national affiliations. Additionally, WORC encourages community awareness and responsiveness concerning issues impacting economic equity and independence.

Interested parties should email your resume with cover letter and salary requirement to both: lcutler@worc-pa.com and careers@worc-pa.com