**HOUSING CHANNEL**

**CHIEF ADMINISTRATIVE OFFICER**

**EMPLOYMENT OPPORTUNITY**

Housing Channel is a leading housing nonprofit organization in North Texas with a 30-year history of providing quality affordable housing solutions for low-to-moderate income families. In order to better serve our clients, we are creating **a new position of Chief Administrative Officer (CAO)** to oversee the culture implementation and daily administration of our organization. The CAO will play a critical role in our organization’s long-term success, serving as the primary agent for training, inspiration, growth, and fostering of a positive work environment. Specifically, the CAO’s responsibilities will include:

**ADMINISTRATION:**

• Serve as HR administrator and the curator of best practices for hiring and managing staff, including onboarding and process for reviews.

• Update and implement our personnel policies and procedures handbook.

• Collaborate with CEO/management to address and resolve employee and client concerns.

• Serve as liaison between management and staff regarding company climate, employee well-being, project updates, and strategic planning.

• Establish, maintain, and regularly review agency Standard Operating Procedures (SOPs)

• Identify KPIs (key performance indicators) and how to measure team performance.

• Monitor and measure KPIs and report recommendations to improve outcomes bi-monthly.

• Develop and monitor plan for bridge-building between lines of business.

• Maintain accurate confidential files and data records.

**OPERATIONS:**

• Ensure consistent compliance with all organization policies, guidelines and procedures, particularly as they relate to employment laws.

• Review, design, and execute on improvements to organizational structure; identify knowledge and skills gaps and help address them.

• Improve and maintain processes and organizational procedures for optimized efficiency, productivity, and enhanced program delivery.

• Provide project management support oncross-team, cross-functional projects and initiatives.

• Research and identify potential technology solutions; i.e., CMS, project management, business processes, etc., and introduce modified policies as needed.

• Monitor and maintain government-required record keeping according to policy storage guidelines, with a goal of 100% compliance.

• Meet organization goals for revenue, service, and compliance, annually.

**CEO SUPPORT:**

• Gather financial information and compile documentation and applications for operations contracts, including benefits, insurance, and bank loan renewals, on an annual basis.

• Prepare materials and reports for insurance audits on construction liability, workers compensation, etc., annually.

• Gather information and supporting documentation to prepare reports and reimbursements for contracts/grants and maintain files and documentation, monthly.

• Monitor contract/grant compliance, including production goals, monthly.

• Plan and coordinate agency event and meeting preparation, as needed.

• Assist with special projects and assignments, as needed.

**QUALIFICATIONS:**

• Bachelor’s degree required; related to HR, organizational management, or business administration preferred.

• 7+ years executive managerial experience.

• 5+ years human resource administration experience.

• Ability to communicate effectively (written, verbal, and presentation skills).

• Exceptional project management skills; demonstrated success in planning and managing complex projects through to completion.

• Demonstrable skill at managing laterally, building solid relationships, and working across teams and functions.

• Strong personal affiliation or passion for non-profit mission work or human service organizations.

Housing Channel is an Equal Opportunity Employer and makes hiring decisions based on business need, job requirements and individual qualifications, without regard to race, ethnicity, religion or belief, national origin, gender, sexual orientation, gender identity, age, disability, or familial status. Individuals from diverse cultures are strongly encouraged to consider this career opportunity. **Credit and background check are required for employment.** **Email resume and cover letter including salary requirements to donna@housingchannel.org.**