

<b>JOB TITLE:</b>	COO
<b>FLSA STATUS:</b>	
<b>EEO CODE:</b>	
<b>SALARY GRADE / BAND:</b>	

<b>COMPANY JOB CODE:</b>	
<b>DIVISION / DEPARTMENT:</b>	
<b>REPORTS TO:</b>	CEO / PRESIDENT
<b>LAST REVISION DATE:</b>	

## SUMMARY

As the Chief Operations Officer you are often responsible for managing the company's day-to-day operations and reporting them to the Chief Executive Officer or President.

The primary role of the COO is routinely one of operations management; responsible for the development, design, operation and improvement of the systems that create and deliver the firm's products and/or services. The COO is responsible for ensuring that business operations are efficient and effective and that the proper management of resources, distribution of goods and services to customers, and analysis of queue systems is conducted. The COO should routinely communicate and stress their company's safety mission statement and culture through all operations and systems so that it infiltrates employee's actions. They should also work with members of the safety staff to ensure their training needs are met for company and project specific requirements. A COO should always be involved with record keeping as it pertains to accidents, injuries, illnesses and incidents to ensure proper procedures are put in place to correct any unsafe behavior or actions. The Chief Operating Officer position provides the leadership, management and vision necessary to ensure that the company has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization and to ensure financial strength and operating efficiency. The position accomplishes this through a respectful, constructive and energetic style, guided by the objectives of the company.

Provide day-to-day leadership and management to a service organization that mirrors the adopted mission and core values of the company. Bottom line: Build a beautiful company.

## PRIMARY RESPONSIBILITIES

- Responsible for driving the company to achieve and surpass sales, profitability, cash flow and business goals and objectives.
- Responsible for the measurement and effectiveness of all processes internal and external. Provides timely, accurate and complete reports on the operating condition of the company.
- Spearhead the development, communication and implementation of effective growth strategies and processes.
- Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of our organization.
- Motivate and lead a high performance management team; attract, recruit and retain required members of the executive team not currently in place; provide mentoring as a cornerstone to the management career development program.

- Act as lead "client-care officer" through direct contact with every client and partner.
- Assist, as required, in raising additional capital at appropriate valuations to enable the Company to meet sales, growth, and market share objectives.
- Foster a success-oriented, accountable environment within the company
- Participates as a member of the company's executive management leadership team responsible for participating in and contributing to executive level decision-making, including strategic planning, budgeting and priority setting.
- Facilitate and coordinate weekly executive team meetings, the managers' meetings and weekly support services meeting by organizing agendas and materials, facilitating meaningful information exchange and effective decision-making, and monitoring needed follow-up.
- Prepares and makes presentations to CEO to facilitate its decision-making. Assists the CEO with board communication and assures preparation of high-quality board materials for monthly meetings.
- Assist leadership team in identifying service improvements, efficiencies in work processes and staffing that result from process redesign and technology initiatives.
- Fosters culture of teamwork, and cohesiveness within the organization. Assist with enhancing communication between management and team members.
- Assists with building and maintaining effective external relationships to strengthen the efforts of the company to protect, enhance, and expand contracts and programs.
- Assists in review of existing and the development of new policies and procedures to ensure compliance and effective teamwork.

## **ACCOUNTABILITY:**

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- Controls of Costs: High level of responsibility in controlling expenses.
- Budgets: High level of responsibility in enforcing and developing budgets.
- Quality Control: High level of responsibility to ensure the total quality of services, and for developing systems that ensure and maintain a high level of quality in all areas of the programs and operations.

## **COMPETENCIES**

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Leadership.  
Strategic Thinking  
Results Driven.  
Business Acumen.  
Decision Making.  
Financial Management.

## **SUPERVISORY RESPONSIBILITY**

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This position has overall supervisory responsibility for all corporate operations.

## **WORK ENVIRONMENT**

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This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

## **POSITION TYPE/EXPECTED HOURS OF WORK**

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This position regularly requires long hours and frequent weekend work.

## **TRAVEL**

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Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

## **REQUIRED EDUCATION AND EXPERIENCE**

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Minimum of a Bachelor's degree in Construction Management or related field.  
Master's in Business, Finance, Organizational Management a plus  
At least eight years of strong operational experience within a Construction Management firm.

## **ADDITIONAL ELIGIBILITY QUALIFICATIONS**

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- Demonstrated experience in financial planning and analysis with previous experience overseeing human resources, information technology, and legal.
- Skilled in organizational development, personnel management, budget and resource development, and strategic planning.
- Excellent people skills, with an ability to partner with a dynamic leadership team.
- Possess personal qualities of integrity, credibility, and commitment to corporate mission.
- Flexible and able to multitask; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems.

*Add the content to customize to your culture, company and HR policies.*