

Chief Operating Officer

Finger Lakes Independence Center (FLIC) is recruiting for a Chief Operating Officer (COO) position. Reporting to the Executive Director of FLIC, the COO serves as a member of FLIC's leadership and provides operational oversight and corporate compliance for all programs and services.

The COO oversees the daily operation of the organization and the implementation of existing and new programs and services, providing leadership to assure the achievement of FLIC's goals and objectives.

The COO is responsible for leading and managing an array of Independent Living (IL) service programs delivered primarily in Tompkins County NY. The COO has responsibility for ensuring that services follow all applicable federal, state, and private funding authorities' laws and regulations, certifications, and licensing requirements for corporate compliance. The COO directs compliance activities pertaining to service delivery, grants, audits, personnel, staff training, and contracts, and develops procedures and guidelines. All responsibilities take place in collaboration with the Executive Director..

Key Responsibilities

- Works closely with the Executive Director to assist in implementing strategic plan objectives.
- Acts in the capacity of Corporate Compliance Officer (CCO) to develop policies and practices that support compliance with all aspects of service delivery. Develops systems and procedures that ensure compliance is consistently achieved and revised as new information becomes available.
- Tracks and monitors FLIC program performance to ensure key milestones/deliverables are successfully achieved.
- Financial management and forecasting, budget creation for grant applications and service areas, and works closely with the Executive Director and Bookkeeper in managing budgets and contracts.
- Ensure the continued financial viability of FLIC program/service units through sound fiscal management.
- Develops and presents reports as needed for the Board of Directors.
- Regularly advises the Executive Director of the status of projects, need areas, initiatives, and makes recommendations regarding enhancements or necessary corrective actions.
- Staff management, particularly as it pertains to compliance.
- Promotes regular and ongoing opportunities for all staff to provide feedback on program operations.
- Implements and leads a continuous quality improvement process throughout the programs and service areas, focusing on systems/process improvement and customer service.
- Lead a high performing staffing team by developing recruitment, processes, staff professional development, and retention strategies.
- Ensure that all program activities operate consistently with the mission, vision, and values of FLIC.
- Acts in capacity of Executive Director when Executive Director is unavailable.

Preferred Qualifications

- Program and staff management experience
- Knowledgeable about the Independent Living Movement and able to promote and clearly articulate and communicate the philosophy, mission, and values of the movement to various stakeholders.
- Commitment to Diversity Equity, Accessibility, and Inclusion (DEAI)
- Lived experience with disability.
- A combination of higher education and expert experience in Human Services, Business, Health, or similar field.
- A willingness to learn from others and use opportunities to expand knowledge base.
- Proven ability to effectively manage multiple priorities and deadlines.

FLIC offers health, dental, and life insurance, 401k with agency contribution, generous paid time off, some remote possibilities after successful completion of the first 6 months. Pay range \$60,000 – \$65,000, dependent on skills and experience. Send current resume and cover letter, along with 3 professional references from the past 7 years, to jan@fliconline.org