

POSITION DESCRIPTION

Last updated: July 1, 2016
Position Title: Chief Operating Officer
Supervisor: President & CEO
Status: Exempt

The National Family Planning & Reproductive Health Association (NFPRHA) is a membership organization representing providers and administrators committed to helping people get the family planning education and care they need to make the best choices for themselves and their loved ones. NFPRHA works to enhance the ability of thousands of nurse practitioners, doctors, and other health professionals to provide high-quality family planning care through training and advocacy. NFPRHA, in its 45th year, has a well-established and respected brand within the reproductive health, rights, and justice community. The only organization that represents the full breadth of family planning safety-net providers, NFPRHA has a unique place in the women's health movement. Over the last five years, NFPRHA has tripled its budget and staff size, adding new programmatic function and providing direct financial support to the field to further its strategic initiatives. Today, NFPRHA is a \$4.675 million association with 18 staff, seeking a Chief Operating Officer to strategically build up its operational capacity and sophistication in support of the effort to transform and further strengthen the organization as it moves toward its 50th anniversary. For more information, visit nationalfamilyplanning.org.

SUMMARY

Under the direction of the President & CEO, the Chief Operating Officer directs NFPRHA's finance, operational and administrative functions. This position is responsible for finance; operations (membership, meetings, and event planning); administration (information technology, compliance, facilities planning, insurance, safety, and security), and human resources (recruiting, policies, professional development and progression). Along with the Chief Program Officer, the Chief Operating Officer shares responsibility for strategic planning implementation and evaluation. The Chief Operating Officer partners closely with the CEO to chart NFPRHA's future growth, ensuring its financial strength, and operational effectiveness and efficiency.

KEY RESPONSIBILITIES

Finance

- Manages Finance staff
- Ensures timely preparation of the annual budget
- Ensures timely production and interpretation of monthly, quarterly, and annual financial reports and grant reports
- Ensures appropriate financial performance and compliance
- Oversees the annual audit process
- Advises President & CEO and other key members of senior management on budgeting, cash flow, and policy matters including significant changes in conditions and issues
- Collaborates with the Chief Development Officer to explore and implement revenue-generating products and services
- Assists with proposal/grant preparation
- Develops and coordinates relationships with financial institutions, including investment firm

Membership and Events

- Manages Membership and Events staff
- Collaborates with Chief Program Officer to ensure NFPRHA's conferences and seasonal meetings meet member needs and advance NFPRHA's strategic vision and program priorities
- Researches, evaluates, and develops strategy for expanding NFPRHA's membership to incorporate new member cohorts that are in line with/advance NFPRHA's strategic vision
- Ensures that NFPRHA offers a comprehensive and competitive menu of benefits; translate NFPRHA's program work into tangible membership benefits and develop new benefits for members
- Stays abreast of best practices in association membership and meetings management, and ensures that they are incorporated into NFPRHA's work

Human Resources

- As HR officer, oversees recruitment, hiring, orientation, and ongoing development of staff
- Manages and monitors human resources policies, practices, and benefits to ensure that they remain legal and fair
- Maintains the association's employee files and works with outside counsel and HR consultant to ensure compliance with all regulations
- Ensures association's employee insurance and other benefit programs are competitive both in its breadth and pricing
- Develops and implements internal communications systems

Administration

- Ensures compliance with governance policies and DC law
- Works with outside counsel to ensure all association contracts, grants, awards and other agreements conform to best practices and adequately protect the association's interests
- Oversees office and administrative management including facilities, space planning, information technology, office systems and equipment, safety and security

Board Development

- Serves as staff liaison to the Finance & Audit Committee; effectively communicate critical financial matters at select Board and committee meetings
- Ensures timely and accurate production of reports, dashboards, and other reporting for Board and Finance & Audit Committee, in collaboration with the President & CEO and Director, Executive Office
- As a member of the senior management team, contributes to regularly scheduled reports for the Board

General

- Within the functions reporting to the COO, develops a competent, well-trained, properly structured, and highly motivated staff capable of achieving association goals
- Within the functions reporting to the COO, communicates performance standards and provides staff with timely and constructive feedback. Provides coaching and technical assistance to ensure a knowledge and skilled staff
- Stays abreast of trends and developments in the accounting, human resources, association membership, and meeting fields and participates in professional organizations/meetings to understand and recommend new approaches to improve association productivity and work products

EDUCATION AND EXPERIENCE

- Bachelor's degree required, Accounting or Finance preferred; MBA or CPA preferred
- At least eight (8) years' non-profit experience with budget and finance, association or administrative management, and project management; trade association experience preferred

SKILLS AND ATTRIBUTES

- Competency in financial management, human resources, and administrative management
- Demonstrated analytical ability and systems thinking
- Exceptional attention to detail with strong follow-up skills
- Experience managing staff
- Ability to manage multiple projects simultaneously.
- Ability to model excellent communication practices, including managing conflict and providing constructive feedback in a timely manner

- Strong project management skills
- Ability to exercise sound judgment
- Ability to think of creative solutions to problems; comfortable trying new tactics or strategies
- Ability to work well in a team environment and independently to achieve common objectives
- Good sense of humor and willingness to pitch in where needed
- Computer, web, and social media literate
- Commitment to business ethics and confidentiality

SPECIAL CONSIDERATIONS

- Background and credit check required
- Willingness and ability to travel to meet association requirements

How to Apply – Submit a cover letter and resume to hr@nfprha.org; please include "COO" in the subject line. No phone calls.