

Job Description: Crossroads Charter Schools - Chief Operating Officer
Direct Supervisor: Executive Director

Position Summary:

The Chief Operating Officer (COO) is responsible for the effective and compliant design and implementation of Crossroads Charter Schools' multiple operational functions, including but not limited to human resources, student transportation, food services, communications, IT management, student health services, property management, school safety and student enrollment. The COO supervises the Operations Manager, HR Coordinator, Community Outreach Coordinator (COC), School Nurses, and several major vendors. The COO reports to the Executive Director (ED).

Position Responsibilities:

- Provide guidance and oversight to the HR Coordinator to ensure that all HR systems, including hiring and onboarding of staff, benefits selection and management, employee payroll data, maintenance of HR records and staff handbook are effective and efficient.
- Provide oversight and oversight for the Operations Manager to ensure the effective management of Crossroads' student transportation and food services programs.
- Directly manage Crossroads IT management vendor to ensure that students and staff have safe and reliable access to Crossroads' network, devices and other resources identified as part of Crossroads IT plan.
- Directly manage Crossroads property management vendor to ensure that our buildings are clean, safe, well-maintained and efficiently operated.
- Work with the Operations Manager and other Crossroads staff to design and implement highly effective communication systems that positively impact organizational effectiveness, staff relations and customer service.
- Provide guidance and oversight to the COC to design and implement highly effective student recruitment, enrollment and onboarding systems, with a strong commitment to customer service and educational equity.
- Work with the Community Outreach Coordinator to ensure that Crossroads' volunteer program is safe and compliant, positively impacts our students and provides a valuable experience for our volunteers.
- Provide guidance and oversight to Crossroads' school nurses to ensure that practices and procedures are in place which provide for a safe and healthy learning environment.
- Work with the Board of Directors, UCM, Executive Director, Chief Academic Officer, legal counsel and other key stakeholders to ensure that operational policies, practices and procedures are in place to ensure compliance and to maximize organizational effectiveness.
- Work with the ED, Finance Director and Chief Academic Officer to prepare the annual budget.
- Work with the Finance Director and other key staff and vendors to prepare for the annual audit.
- Handle and organize personnel and other confidential information
- Perform other duties and responsibilities as assigned by the Executive Director

Skills and Qualifications:

- Bachelor's in Business Management, Public Administration, Non-profit Management, or a related field.
- Minimum 7 years' professional work experience and demonstrated success in business or non-profit management.
- Demonstrated experience in successfully managing a team of professional staff members.
- Exceptional communication skills and proven ability to design and implement solutions to complex problems involving multiple stakeholder groups.
- Proficient in computer technology
- Desire to continue professional development
- Excellent organization skills and an ability to coordinate multiple tasks and activities
- Excellent work ethic, positive attitude, flexibility and willingness to perform tasks assigned
- Demonstrates ethical behavior and confidentiality of information about students and staff in a school environment and in the community.
- Must pass necessary background checks.

Key Working Relationships in addition to Supervisor:

Chief Academic Officer, Principals, Finance Director, Assistant Principals, Operations Manager, HR Coordinator, Community Engagement Coordinator, Development Coordinator, Administrative Assistants, Teachers, Students, Parents, Volunteers, Major Vendors and Board Members.