**Position Description and Job Summary**

The Primavera Foundation is a non-profit community development organization that has been providing pathways out of poverty and strengthening the Tucson community since 1983, through a variety of programs and services. The Chief Operating Officer provides senior leadership, direction, operational management, oversight, and evaluation of programs within Primavera Foundation’s following lines of business: Emergency Services (Shelter Services, Project Action for Veterans, and Homeless Intervention and Prevention), Workforce Development, Homeownership Services, and Community Building and Engagement. This senior team leader ensures excellence in service delivery, operational efficiencies, adherence to compliance standards, and attainment of program goals/outcomes. The COO oversees the creation, maintenance, and nurturing of certain strategic relationships with industry and community partners to ensure optimal benefit to Primavera service participants and the greater Tucson community.

The successful candidate will be a results-oriented, respectful, inspiring, and diplomatic leader, and a business professional who thrives on change, innovation, solving big-picture challenges, and delivering positive outcomes.

**Duties and Responsibilities** (Work assignments may vary depending on the department’s needs and will be communicated to the applicant or incumbent by the leadership):

- Develops, implements, and oversees program operating plans and practices to ensure consistency with Primavera standards, government partner regulations, service delivery standards and best practices, and other contractual responsibilities.
- Ensures compliance with contractual reporting, program eligibility, and program goal requirements.
- Reviews and evaluates programmatic departmental activities, progress, and capacity on a regular basis; and implements changes as needed for increased effectiveness, ensuring the programs and services have produced added value to Primavera and the community.
- Hires, supervises, and evaluates directors and managers of programs listed in job summary.
- Directs staff in the provision of quality services for people experiencing and at risk for homelessness, and working poor, spanning the range from emergency street relief to home ownership and asset building programs.
- In coordination with the Chief Compliance and IT Officer, addresses standards necessary to maintain CARF accreditation for Rapid Rehousing and Homelessness Prevention Programs.
- Supervises staff in the preparation of program reports to the Board of Directors, Primavera personnel, and outside agencies as appropriate.
Ensures the efficient, cost effective use of staff time to meet program goals, and oversees performance management throughout specific divisions.

In coordination with the Chief Compliance and IT Officer, reviews and monitors all line of business (under the COO) quarterly participant file reviews from Directors/Managers for accuracy/errors and completion.

Monitors and ensures adherence to departmental budgets.

Provides input for individual program budgets with program directors and the Chief Financial Officer (CFO).

Participates in the agency-wide safety program in coordination with the Chief Asset Management Officer, ensuring adherence to OSHA standards, collaboration with Industrial Commission and State Compensation Fund representatives, and provision of safety-related staff training and communication.

Supervises the development and maintenance of partnerships with other not-for-profit and governmental agencies, corporations, private foundations, and individuals to assist in the development, implementation, and community integration of Primavera’s programs.

Reviews needs analyses and recommends potential strategies to the Chief Executive Officer and/or Senior Leadership team.

Participates in the evaluation of potential programs and the writing of proposals to potential funding sources.

Participates as a member of the Primavera leadership teams.

Attends and participates in training offerings, meetings, events, and fundraising events as appropriate.

Represents Primavera on behalf of the CEO at functions and events as needed, and handles specific executive duties when requested in the absence of the CEO.

Participates in and/or serves as a member of certain community initiatives/teams and Primavera partnerships.

Models professional workplace behavior and standards, and clearly and enthusiastically demonstrates Primavera Foundation’s guiding principles of integrity, respect, accountability, compassion, and leadership.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to organize and prioritize work, perform multiple tasks, meet deadlines, and coordinate work efforts with other staff members.
- Ability to plan, prepare, coordinate, and successfully carry out assigned projects and administrative functions.
- Ability to think strategically and make appropriate senior management-level decisions.
- Proficiency with office software programs, including Outlook, database, spreadsheet, and other business applications.
- Demonstrated skill in providing effective leadership, including motivation and empowerment of staff, productive problem-solving, conflict management, performance management, and the ability to create a positive organizational culture and a productive work environment.
- Highly-effective verbal and written communication skills.

**MINIMUM QUALIFICATIONS**

- A bachelor’s degree in business management, community development, or a related field.
- Ten years of progressively responsible leadership and management experience in the not-for-profit or for-profit sector.

Note: A combination of education and experience may be accepted in lieu of degree.
• Computer proficiency with Microsoft Office, the internet, and a minimum of one year experience using a database to maintain client data.
• Level 1 fingerprint clearance card from the State of Arizona or ability to obtain.
• Reliable transportation, a valid driver’s license, a clean driving record, and proof of current registration and insurance coverage to attend off site meetings and travel between locations.

PREFERRED QUALIFICATIONS
• A master’s degree in management, community development, or a related field.
• Ten years of progressively responsible leadership experience working with not-for-profit community based organizations/programs focused on affordable housing, community development, serving people experiencing homelessness and/or those living in poverty.
• Bilingual (English/Spanish)

PHYSICAL ENVIRONMENT/CONDITIONS
• Indoor office environment with moderate noise levels
• Proficiency with a wide variety of office equipment, including computers, printers, projectors, etc.
• Ability to sit for hours at a time, stand, stoop, and lift up to 25 pounds.
• Hand/eye dexterity to work with complex data, reports, and affiliated programs.

(This job description is intended to indicate the basic nature of the position and examples of typical duties that may be assigned. It does not imply that all positions within the job description perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Successful candidates will be able to perform the essential functions of the position, with or without reasonable accommodations.)

The Primavera Foundation is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, creed, religion, gender, gender identity, sexual orientation, national origin, age, pregnancy, mental or physical challenging condition, marital or family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic in accordance with applicable federal, state, and local laws.

To apply for this position, please submit a cover letter and resume via email to jobs@primavera.org.