

**Child Care Solutions, Inc.
Position Description**

Team: Administrative	Title: Chief Operating Officer	Status: Exempt
		Date: April 2025

Reporting relationships:

Reports to: Chief Executive Officer
Supervisors: Director of Program Operations and Data Management, Director of Professional Development, Director of Registration, Director of Quality Improvement, IECMH Director

Summary Description:

The Chief Operating Officer supports the Chief Executive Officer in the leadership, administration, and operation of the Agency. This position provides oversight to programs and services, supports community engagement, and helps ensure that the agency's mission to improve access to quality child care for families is effectively carried out. The COO will play a key role in strategic planning, quality assurance, fundraising, financial management, partnership development, and advocacy.

Essential Functions:

1. Act in accordance with the agency's mission, vision and values.
2. Have a clear understanding of each contract; reviewing requirements; identifying each contractual milestone, deliverable, and allowable expenses.
3. Coordinate ongoing requirements to meet quality assurance (best practices) certification from ECLC and other CQI initiatives:
 - a. Implement Standards of Excellence Quarterly Review to maintain succession of progress.
 - b. Maintain on going documentation of Standards of Excellence Initiative updates at Leadership Meetings.
 - c. Manage the development, review, and implementation of the agency's policies and procedures in conjunction with the CEO and Child Care Solutions Personnel Committee of the Board.
4. Oversee technology integration needs of agency:
 - a. Work in conjunction with Director of Program Operations and Data Management to coordinate development and implementation of data protocols, procedures and materials to ensure agency and statewide consistency in data collection and adherence to contract-related deliverables.
 - b. Work with Director of Program Operations and Data Management to ensure efficient and effective data management and reporting.
 - c. Develop and coordinate disaster recovery plans.
5. Work in conjunction with HR One Consultant:
 - a. Provides insight into job requirements, helps with screening resumes, conducts initial interviews as needed.

- b. Oversee employee handbook and communication and training on HR policies and procedures.
- 6. Assist the CEO with providing direction and input into the strategic plan to advance the mission and objectives and to promote revenue, profitability, and growth as an organization.
- 7. Prepare and present necessary reports, in a timely manner, to inform status of agency work, contract deliverables, etc.
- 8. Work in conjunction with the CEO and Program Directors to review and manage agency contracts and grants to ensure all deliverable obligations are successfully met.
 - a. Establish the list of duties required for the facilitation of Agency grants and contracts.
 - b. Work with the CEO in developing program reports for each department and establishing a reporting framework.
 - c. Monitor completion of duties to ensure all reporting and obligations of funders are coordinated for timely performance.
 - d. Work with program directors to design and implement monthly program reports.
- 9. Actively participate in community and partnership meetings that will promote Child Care Solutions mission.
- 10. Supervises Director of Program Operations and Data Management, Director of Professional Development, Director of Registration, Director of Quality Improvement, and IECMH Director, overseeing their work, evaluating their performance, monitoring their implementation of programs and projects, and building their capacity to carry out job responsibilities.
- 11. Provide oversight and monitor the daily operations of the Professional Development, Registration, CCQI/PEDALS, and Infant Early Childhood Mental Health Teams.
- 12. Monitor the Legally Exempt, Parent Services, and CACFP programs in conjunction with the Director of Program Operations and Data Management to ensure compliance.
- 13. Conduct monthly one-on-one meetings with program directors under his/her supervision.
- 14. Represent the organization on committees as requested by the CEO.
- 15. Serve as an advocate for CCS with governmental and non-governmental organizations to maintain a positive visible community image to support programs.
- 16. Engage stakeholders and the community about childcare.
- 17. Agency Board of Director Meetings and committee meetings:
 - a. Attend monthly board meetings.
 - b. If meeting is virtual, ensure that the necessary video conferencing tools are set up and tested in advance. If meeting is in person, make sure the board room is set up in advance and for off-site meetings, make sure the venue is booked and ensure all logistics are handled.
 - c. Send out reminder emails and board documents on behalf of the CEO.
 - d. Write the meeting minutes in the absence of the board secretary and committee chair.
- 18. Act as a proxy for the CEO in their absence and oversee the daily operations of the agency.
- 19. Serve as signatory and card holder with financial institutions, depositing funds when needed.
- 20. Review and approve invoices and payments as needed.

21. Perform these duties with the understanding that responsibilities and tasks may be modified or expanded over time.

Qualifications:

Education: Minimum Bachelor's Degree in Early Childhood Education, Business Administration, Management or related field. Master's degree preferred.

Knowledge: Requires knowledge of child care and early education field and project coordination and management

Experience: Requires 3 years' non-profit management, at least 2 years in early childhood education, and 3 years' supervisory experience and some experience in the human resource sector preferred

Competencies: Strong management, organization, supervisory and leadership knowledge and skills, effective oral and written communication, highly proficient in use of MS Office and other technology, ability to manage data and deliver outcomes for complex projects, knowledge of child care best practices and operations and knowledge of community resources, strong customer service skills and ability to work with people from a wide range of economic, ethnic and cultural backgrounds

Level of responsibility: Works with little direct supervision, exercises, a high degree of discretion and independent judgment

Working Conditions:

Schedule: Requires flexibility, some evening and weekend hours

Environment: Agency's Syracuse and Auburn office

Travel: Frequent local travel to meetings, some regional meetings, some travel within NY State, infrequent out-of-state travel to conferences

Customer Responsibilities and Contacts: Frequent contact with businesses and community agencies; regular collaboration with other agency staff; regular contact with NYS Department of Health, Office of Children & Family Services and local DSS and HHS staff.

Physical Requirements:

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information
- Ability to sit at a desk for 6 - 7 hours per day
- Moderate physical exertion: Occasional lifting of up to 45 pounds

Salary Grade: 8

Employee Signature: _____ **Date:** _____

Executive Director Signature: _____ **Date:** _____