



AMERICAN INDIAN GRADUATE CENTER

POSITION CLASSIFICATION AND DESCRIPTION

POSITION TITLE: Chief Operating Officer
CLASSIFICATION: Exempt
DEPARTMENT: Executive
SUPERVISOR: Executive Director
GRADE:

Position Summary:

The Chief Operating Officer (COO) is a key member of the senior management team, reporting to the Executive Director, and is responsible for the oversight and management of daily operations including direct responsibilities for finance. This role will serve as second-in-command and ensures the effectiveness and efficiency of the organization. The COO will maintain control of diverse organizational operations, including finance, student support services, scholarship administration, Human Resources, and information technology, with the potential to manage marketing, and development departments in the future.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Manage and oversight of of key organizational departments (including finance, scholarship operations, student support services, human resources, information technology, marketing, and development) outcomes by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures in a way that mirrors the mission and core values of the organization.
- Serve as the CFO to assure proper fiscal management, budgeting, and compliance.
- Direct program staff in all aspects of the scholarship programs, including recruitment, retention, student services, data collection, and reporting.
- Provides support to development to achieve and surpass fundraising goals, cash flow, and business goals and objectives.
- Increase management's and staff effectiveness by recruiting, selecting, orienting, training, coaching, counseling, and disciplining staff.
- Contribute to operation's effectiveness by identifying short-term and long-range issues and goals that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of actions; implementing directives.
- Evaluate the effectiveness of all processes and procedures, both internal and external. Provide timely, accurate, and complete reports on the operating conditions of the company.
- Serve as a member of the senior management team responsible for developing and/or implementing the organization's strategic plan, budget, policies and procedures.
- Ensure full compliance to conditions and requirements of grantors, including federal agencies, corporations, foundations and individuals.
- Serve as a spokesperson for the organization regarding scholarship programs.
- Evaluate performance by analyzing and interpreting data and metrics.
- Lead employees to encourage maximum performance and dedication.

- Establish processes and procedures that promote the company culture, vision, and mission.
- Promote AIGC and AIGCS through attendance and participation in national, regional and local conferences and events.
- Act as Corporate Officer and serves as program liaison to the Board of Directors.
- Serves on select boards and advisory committees to increase visibility, advocacy, networking, and fundraising for AIGC.
- Maintains strict student confidentiality and compliance with the Family Education Right to Privacy Act.
- Embodies AIGC Core Values and promotes the AIGC organization, staff and programs, in a positive and professional manner.
- Contributes to a team effort and accomplished related results.
- Perform other duties as required.

Minimum Qualifications:

Master's Degree preferred, Bachelor's Degree required plus five years prior experience in COO role or similar position with broad organizational responsibilities for the following areas: fiscal management and budgeting, institutional fundraising, sales, marketing, human resources, business/program development, and strategic planning. Must possess working knowledge of tribes and tribal organizations, federal contract regulations and procedures, and financial aid procedures.

Valid Driver's License required. Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

Knowledge, Abilities, Skills and Certifications:

- Knowledge of American Indian History, culture and tribes.
- Knowledge of modern office practices, procedures and equipment
- Knowledge of business English, proper spelling, grammar, punctuation and basic arithmetic.
- Knowledge of theories, principles and practices in leading nonprofit organizations or educational institutions.
- Ability to appropriately represent the organization to the public, the media and government officials.
- Ability to communicate effectively in the English language, both verbally and in writing.
- Ability to communicate, with confidence, presenting to large or small groups.
- Ability to present complex presentations and reports.
- Ability to solve complex problems and deal with a variety of indistinct variables.
- Ability to make solid decisions and exercise independent judgment.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with coworkers at all levels.
- Ability to advocate and negotiate for the organization.
- Ability to maintain confidentiality.
- Skills in public speaking and diplomacy.
- Skills in strategic planning and fiscal management.
- Ability to handle multiple tasks and meet deadlines.
- Ability to work independently.
- Ability to analyze situations and adopt appropriate courses of action.
- Ability to demonstrate excellence in everything and continually seek improvement in results.
- Skilled in providing leadership to, supervising, training and evaluating assigned staff.

Physical Demands:

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee, occasionally, is required to stand, stoop, kneel, crouch or crawl. The employee must, occasionally, lift and/or move up to 40 pounds.

Work Environment:

Work is generally performed in an office setting, with a moderate noise level. Extended hours and irregular shifts may be required. Tight time constraints and multiple demands are common. Travel will be required for training, meetings, conferences, presentations, and other events.