

United Way of El Paso County is committed to improving the lives and futures of all people in the community. We bring together expertise, funding and volunteer support to positively impact education, health, basic needs, and financial stability. In partnership with others, we work to eliminate inequities experienced by diverse populations so that all people have a safe, healthy home environment, achieve their educational potential, and increase their financial stability. We commit to building bridges across cultural, racial, religious, and economic boundaries.

POSITION: SENIOR VICE PRESIDENT/CHIEF OPERATING OFFICER

REPORTS TO: President and CEO

PURPOSE: The Senior Vice President/Chief Operating Officer (SVP/COO) supports the mission of United Way of El Paso County (UWEPC) by leading a team of passionate and committed individuals to develop and sustain deep redesign of its strategy and operations.

The SVP/COO will share responsibility with the President (CEO) in managing specific operations and strategies of UWEPC, assisting the CEO in governance and corporate administrative matters, including business/strategic planning and organizational change efforts. The SVP/COO will provide supervision and oversight to staff teams and departments, in addition to representing the organization in the CEO's absence in public meetings, events and with volunteers and other stakeholders to further United Way's interests.

Building on its core strength of mobilizing the caring power of community, UWEPC is working to re-imagine the civic engagement and impact we can have in the region. Organizational priorities include leveraging strong non-profit and government relationships and redesigning corporate partnerships, to better align with the more focused human impact that partners and UWEPC seeks to deliver.

POSITION OVERVIEW:

Demonstrated ability to think strategically about the unique role, approaches and contributions of United Way of El Paso County.

Ability to develop and implement United Way's overall business/organizational strategy, integrating the functional areas into highly effective community impact response to critical community needs.

Have extensive experience in leading high-performing teams (volunteers and staff) in the design and delivery of results-based, high-profile, large-scale initiatives, programs and advocacy/public policy efforts.

KEY RESPONSIBILITIES:

Provide leadership and management to a high-performing team of volunteers, staff and community members by clarifying priorities, creating and monitoring progress towards organizational and individual goals. Working closely with the CEO and Board, direct the cultivation, solicitation, execution, and stewardship of UWEPC's resources.

Philanthropy and Engagement (Resource Development and Marketing)

- Oversee the implementation of corporate partnerships and their employees through new engagement opportunities, existing initiatives and lead the change management process for a successful philanthropy transformation.
- Personally manage a portfolio of priority partner accounts.
- Engage leadership, Board, and external champions to identify, connect with, and secure new mutually beneficial partnerships across a variety of industries and sectors.
- Work with board and staff to expand growth in Leadership giving circles throughout the year.
- Manage volunteer committees (board and non-board) as assigned by to increase employee giving, engagement, advocacy, and revenue
- Invest time and focus in helping to develop and implement new norms for utilizing our CRM for managing portfolio and account activity, donor outreach, donor research, employee engagement, event attendance, communications, etc.
- Oversee Engagement (Marketing & Communications); produce compelling digital and printed corporate giving assets to promote our work, elevate our existing partners, and demonstrate the impact of corporate partnership investments
- Consult with other United Way markets on best practices and innovations in corporate giving.
- Attend and participate in community events to strengthen United Way's presence and establish and grow relationships.

Administrative/Operations Functions

- Oversight of Human Resources functions, including establishing staff benefits and policies designed for attracting and retaining qualified staff.
- Manage, coach, and develop staff leaders of three (3) divisions, Finance and Administration; Philanthropy and Engagement; and Community Impact
- Perform duties in accordance with UWEPC policies and procedures
- Manage department budget and expenses including planning and management of budget line items for specific outcomes.
- Direct and manage employees, interns, consultants, and volunteers.
- Ensure staff work plans meet organizational goals and objectives.
- Counsel and assist staff in professional growth and development within UWEPC and the community. Conduct timely performance evaluations.
- Serve as general resource to all staff, facilitate internal committees as requested.
- Implement the goals and objectives of the Board-approved Strategic Plan and on a regular basis, present results and challenges to board and senior staff.

Budgeting and Risk Management

- Establish an annual budget plan.
- Evaluate budget reports vs. actual results and recommend corrective action as required.
- Oversee the contract approval process to ensure contractual terms and cost effectiveness.

- Participate in the financial internal control system as required.
- Manage progress towards revenue goals throughout the year, providing monthly projections against goal, with a strong emphasis on understanding and follow-up of revenue projected.
- Ensure accurate and detailed donor and account records in order to analyze deployment of resources against objectives; assign relationship management responsibilities throughout the Corporate Partnerships team; assess and evaluate areas of responsibility and adjust resources across all industries and portfolios as needed to drive increased investments and engagement.

Community Impact

- Provide leadership over the development of community-wide goals, and implement a strategic and cohesive plan for impact to make progress on these goals, all based on an understanding of community needs, an awareness of community resources, and a knowledge of local and national best practice strategies (financial, advocacy, volunteer, other).
- Leverage and align UWEPC's unique strengths and abilities to support the strategies by engaging in relationships and partnerships, and measuring results.
- Oversee community information assets and needs, and direct initiatives to address development and dissemination of information related to health and human services.
- Work with board and staff to identify and recruit a diverse and dynamic group of business, academic and community change leaders to support UWEPC's Community Impact agenda.
- Oversee collection and tracking of key data points related to United Way's areas of strategic focus.
- Provide leadership over the development of direct systems and structures for the investment of the (UWEPC) Community Impact Fund and other small funds.
- Provide leadership and direction in the design and implementation of integrated strategies that deliver results on United Way's Community Impact Agenda.

Public Policy & Advocacy

- Provide leadership, strategy, planning, coordination and implementation of public policy agenda/initiatives, including stakeholder, i.e., Board of Directors, Community Impact Committees, funded agencies, etc., participation.

SKILLS AND COMPETENCIES:

Interpersonal Skills

- Experience working in collaborative environments and cross functionally to achieve goals.
- Strong project management, process improvement, or other applicable experience.
- Strong analytical skills using data to support decisions.
- Problem-solver and self-starter who initiates solutions; collaborates and negotiates effectively with team members, partners, and stakeholders. Strong ability to distill and communicate complex issues and concepts to others.

- Strong communicator focused on building relationships and leveraging partnerships to advance priorities and initiatives.
- Personal attributes of honesty, integrity, professional behavior, tact, sense of urgency, and sense of humor.

Computer Skills

Competent computer skills with knowledge of MS Office applications (Outlook, PowerPoint, Word, Excel); knowledge of social media and website management platforms i.e. Facebook, Twitter, Snapchat, Instagram, Wix; Strong knowledge of virtual meeting platforms i.e. Zoom, GoTo Meeting, FaceBook Live, Microsoft Teams; knowledge of case management software and workflow.

Key Competencies

- Cultivates
 - Equity Mindset
 - Network Mindset
 - Learning Mindset
- Think Strategically
Applies appropriate strategic logic to decisions and initiatives. Identifies efforts that will have the greatest strategic impact.
- Promote Collaboration
Fosters a sense of teamwork, leverages differences, and facilitates the effective interaction and contribution of others to achieve goals.
- Engage and Inspire
Articulates and inspires commitment to a plan of action aligned with organizational mission and goals.
- Inspire Trust
Gains the confidence and trust of others through principled leadership and sound business ethics.
- Innovate
Champions new ideas and initiatives and creates an environment that supports innovation.
- Focus on Community
Ensures the delivery of exceptional service and value to the communities we serve.

Core Competencies for all UWEPC Staff

- Mission Focused: Catalyze others' commitment to the mission to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- Relationship-Oriented: Understands that people come before processes and is astute in cultivating and managing relationships toward a common goal.
- Collaborator: Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement

- Results Driven: Dedicated to shared and measurable goals for the common good: creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact
- Brand Steward: Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

Diversity, Equity, and Inclusion (DEI)

- Behaviors reflect a belief that individuals from diverse backgrounds lead to a more successful organization.
- Educates oneself about DEI issues within the organization and community.
- Demonstrates a willingness to become aware of and address one's own implicit biases.
- Deliberately works to include individuals from underrepresented backgrounds in efforts both internally and externally as appropriate.
- Identifies and integrates the tools and resources needed to create more equitable environments.

Minimum Qualifications-- Experience/Position Requirements

Bachelor's degree in business, public administration, social sciences, non-profit management, or related field with ten (10) years of senior leadership/management experience or MBA/advanced degree with seven (7) years of senior leadership/management experience.

Broad based business background with knowledge and experience in organizational development, continuous quality improvement, and business compliance requirements, preferably with background in each of the managed functions. Demonstrated executive and administrative capability including organizational development and change management experience.

Analytical and decision-making skills and an ability to anticipate and develop appropriate recommendations consistent with the desired work environment. Leadership, strategic vision and big picture perspective.

Verbal and written communication skills and an ability to create the internal communication systems needed to engage and build staff ownership of the organization's goals and objectives at all levels of the organization. Business perceptive and creative, innovative, critical, and forward-thinking skills.

Ability to assume a leadership role while establishing effective working relationships with a broad cross-section of staff and volunteers in a culturally sensitive and respectful manner.

Previous volunteer and/or work experience in both the for-profit and non-profit sectors is desirable.

Must be able to work a flexible schedule with the possibility of early morning, evening, and weekend work.

The physical demands described here are representative of those that must be met by an employee. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the

employee is regularly required to sit, talk, and/or hear. Continual use of the hands with wrist and finger movement using a keyboard is required. Specific vision abilities required by this job include long hours viewing a computer monitor screen and occasionally lifting up to 25 pounds.

The employee may occasionally travel using personal vehicle and/or work outside normal office environment. Must possess a valid driver's license, current auto insurance, and daily access to reliable vehicle.

The above statements are intended to describe the general nature and level of work being performed by the individual in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of the position. Duties, responsibilities and activities may change at any time with or without notice.

Position Classification

This is a full time exempt position with competitive Benefits (Health, Dental, Life Insurance and Retirement Contributions).

The United Way of El Paso County is an equal opportunity employer. We champion diversity, equity, and inclusion. We take action to ensure equal opportunity and all candidates are considered without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected status.

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