	<h1>Chief Operating Officer</h1> <h2>Job Description</h2>		Document Number:  JD-OP-14.07
	Department: Office of the President	Effective Date: July 18, 2016	Revision No 0

### I Reason for Existence


Chief Operating Officer plans, directs, and oversees a company's operational policies, rules, initiatives, and goals. Helps the organization execute long- term and short- term plans and directives by implementing judgment, vision, management, and leadership.

### II Duties and Responsibilities

1. Provide day-to-day leadership and management to a service organization that mirrors the adopted mission and core values of the company.
2. Responsible for driving the company to achieve and surpass sales, profitability, cash flow and business goals and objectives.
3. Responsible for the measurement and effectiveness of all processes internal and external. Provides timely, accurate and complete reports on the operating condition of the company.
4. Spearhead the development, communication and implementation of effective growth strategies and processes.
5. Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of the organization.
6. Motivate and lead a high performance management team; attract, recruit and retain required members of the executive team not currently in place; provide mentoring as a cornerstone to the management career development program.
7. Act as a lead "client- care officer" through direct contact with every client and partner.

**DDC:** *Please refer to printed files for signatures of approvers.*

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8. Assist, as required, in raising additional capital at appropriate valuations to enable the Company to meet sales, growth, and market share objectives.
9. Foster a success- oriented, accountable environment within the company.
10. Represent the firm with clients, investors, and business partners.

### III Minimum Qualifications

1. Must have a minimum of 8+ years of strong operational experience; ideally has worked in a senior management role for 5+ years.
2. Skills should include organizational development, personnel management, budget and resource development, and strategic planning.
3. Excellent people skills, with an ability to partner with a dynamic leadership team.
4. Flexible and able to multi- task; can work within an ambiguous, fast moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems.

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