

Triangle Family Services
Chief Operating Officer
(Non-Program Operations; Business/Finance Background)

Triangle Family Services (TFS) is a dynamic nonprofit human services agency with an 85-year history of serving families in crisis in Wake County and surrounding communities. Our life-changing programmatic work includes trauma-focused mental health services, domestic violence interventions, supervised visitation, housing stabilization services, homeless engagement, and financial counseling. (www.tfsnc.org) In accordance with recent growth, TFS has a unique opportunity to expand our senior leadership team; we are seeking a **Chief Operating Officer** to provide strategic leadership and operational guidance for the administrative functions and supportive infrastructure of our agency. Specific **responsibilities** include but are not limited to the following:

- Lead and oversee the organization's Finance, Human Resources, Information Technology, Facilities and Front Desk functions
- Supervise and mentor functional directors and/or managers in the above areas
- Coordinate the annual operational plan and budget
- Provide timely and accurate financial analysis, to include projections and forecasting
- Manage vendor processes and relationships to support cost-effective business operations
- Coordinate the work of the following board and staff committees: Finance, Personnel, Risk Management, Facilities
- Support the development and maintenance of internal systems that allow for efficient and accurate transactions and data collection
- Establish a vibrant and caring culture that supports a commitment to continuous quality improvement throughout the agency
- Manage the agency's accreditation process and status, to include compliance requirements in functional areas

This is a senior level, full-time position with flexibility as agreed upon within agency guidelines. Salary will be commensurate with experience and includes a full benefits package.

The ideal candidate will have a minimum of five years of progressive leadership experience in an operational position. A bachelor's degree is required; MBA or other relevant degree preferred. An accounting or financial management background is required; demonstrated experience managing HR functions (including payroll) and IT systems preferred. This role requires proficiency in navigating variety and complexity in scope, as well as the ability to engage effectively with internal and external stakeholders. Success will require a systematic/procedural mindset coupled with entrepreneurial thinking and the ability to adapt quickly to shifting priorities and circumstances.

TFS provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any

other characteristic protected by federal, state or local laws. Furthermore, **TFS identifies diversity as one our core workplace values.**

TFS is a family-friendly workplace that offers flexible scheduling options and hybrid work arrangements during COVID-19. This position will function in a fast-paced environment that requires both independence and collaboration; **TFS identifies teamwork as one of our core workplace values.** Most TFS employees wear multiple hats and regularly encounter opportunities to expand their skills, knowledge and reach. We take our commitment to our clients and our donors very seriously: we work hard. We also, however, find joy, hope and fun in our daily work activities and collegial interactions.

TFS has made the decision to require all employees to be fully vaccinated against COVID-19, where allowed by state or local law and where vaccine supply is readily available. The only exceptions to this requirement are employees who are approved for an accommodation for religious, medical or disability-related reasons.

Please submit cover letter, resume and required salary range to resume@tfsnc.org with the position title (Chief Operating Officer) in the subject line. No phone calls please.