



Resolving  
Homelessness  
Together

## Housing Matters Chief Operations Officer

### Definition

Housing Matters partners with individuals and families to create pathways out of their homelessness into permanent housing. Housing Matters is a leader in working to end homelessness – and we want you to be part of our team. Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

### Distinguishing Characteristics

The Chief Operating Officer (COO) will be a strategic thought-partner and report to the Chief Executive Officer (CEO). The successful candidate will be a hands-on and participative manager and will lead and develop an internal team to support the following areas: Operations, Campus Safety, Facilities, Construction Management and IT.

The COO will play a critical role in partnering with the senior leadership team in strategic decision making and operations as Housing Matters continues to enhance its quality programming and build capacity. This is a tremendous opportunity for an operations leader to maximize and strengthen the internal capacity of a well-respected, mission-driven organization.

### Typical Job Duties

#### Operations Management

- Design and implement business operations strategies, plans and procedures
- Set comprehensive goals for performance and growth
- Establish policies that promote company culture and vision
- Oversee daily operations of campus including facilities management, Campus Safety, Information Technology, and Construction Management
- Lead employees to encourage maximum performance and dedication
- Evaluate performance by analyzing and interpreting data and metrics
- Write and submit reports to the CEO in all matters of importance

### Employment Standards

Expert knowledge of:

- Proven experience as Chief Operating Officer or relevant role.
- Demonstrable competency in Facilities or Construction Management.
- Working knowledge of IT/Business infrastructure.
- Outstanding organizational and leadership abilities.
- Aptitude in decision-making and problem-solving.
- Verbal and written communication skills.
- Microsoft Office, Google Suite and various technology platforms.

- Leadership and management methods and techniques.
- Technology and software installation management.

Some knowledge of:

- Barriers to housing for individuals and families experiencing homelessness in Santa Cruz County.

**Ability to:**

- Think strategically, anticipate future consequences and trends and incorporate them into organizational planning.
- Demonstrate strong management and leadership skills; build relationships and connect with people both individually and in groups.
- Communicate clearly and effectively with the CEO, Board of Directors, staff and vendors.
- Ensure compliance with Federal, State and Local laws and regulations.
- Commit to training programs that maximize individual and organization goals across the organization including best practices in human resources activities.
- Ability to work effectively in a fast-paced dynamic environment.

**Training and Experience:**

- Minimum of a B.A. or years of relevant experience required. MBA or related degree preferred.
- At least 7-10 years of overall professional experience; ideally 6+ years of broad operations management experience. Non-profit experience preferred.

**SPECIAL REQUIREMENTS**

- Possession of a valid California Class C Driver's License

**Hours**

This is a full time, benefited, exempt position. Occasional evenings and weekends required. Benefits begin after a 30-day introductory period.

**To Apply**

Please send a cover letter and resume to the attention of Human Resources at [recruiter@housingmatterssc.org](mailto:recruiter@housingmatterssc.org). Housing Matters is an equal opportunity employer.