Job Position Description

CHIEF OPERATING OFFICER

University Mission: Concordia University is a Christian university preparing leaders for the transformation of society.

Unit or Department: Office of Institutional Operations and Services

Unit/Department Mission: In order to further the mission of Concordia University, the Chief Operating Officer will provide oversight and leadership to the departments of Operations Administration, Systems & Technology Solutions, Human Resource Management & Employee Satisfaction, Strategic Planning Performance Accountability & Assessment, Public Relations, Marketing and Communications, Educational Delivery Systems, and External Partner Support – Managing Participant.

Position Title: Chief Operating Officer

Mission of the Position (overall goal): To provide exemplary leadership and performance accountability to the Office of Institutional Operations & Services through the alignment and execution of the Office’s strategic goals and objective.

Summary of the Position (how the overall goal is reached): The Chief Operating Officer will be responsible and accountable for the administration, coordination, development, and implementation of all operations activities. This position will develop and maintain effective working relationships with department directors and cabinet members. The Chief Operating Officer will direct the work of his/her staff, anticipate and resolve problems, and contribute to the decision-making process as a leader of the executive management team. This position is responsible for the development, implementation, and execution of policies, procedures, systems and budgets. Maintaining excellent interpersonal relations with department directors and cabinet members is critical for this position. Instilling the core themes of Lutheran, Rigor, and Servant Leadership will be embedded into all interactions with all internal and external stakeholders.

Job Description: The Chief Operating Officer is responsible for directing Operations Administration, Office of Systems & Technology Solutions, Office of Human Resource Management & Employee Satisfaction, Office of Strategic Planning Performance Accountability & Assessment, Office of Public Relations, Marketing and Communications, Office of Educational Delivery Systems, and the Office of External...
Partner Support-Managing Participant. The position will report directly to the President at Concordia University-Portland.

**Staff relationships:**
- Reports to: President
- Supervises: Director of Operations Administration, Director of Systems & Technology Solutions, Director of Human Resource Management & Employee Satisfaction, Director of Strategic Planning Performance Accountability & Assessment, Director of Marketing and Communications, Vice-President of Educational Delivery Systems, and serve as the Collaboration Director of External Partner Support-Managing Participant.
- Hired/appointed by: President

**Exempt/non-exempt?** Exempt

**Salary Level (1, 2, 3, 4, program director, executive leadership):** Executive Leadership; Cabinet appointment

**DUTIES AND RESPONSIBILITIES:**
- Oversees and directs all departments under the Office of Institutional Operations & Services.
- Manages departmental planning and budgeting.
- Operational problem resolution.
- Enhances operational effectiveness through thorough attention to detail and execution.
- Provides direction and guidance to subordinates in day-to-day operations.
- Assists in creating policies and procedures and assures compliance.
- Responsible for administration, coordination, development, and implementation of policies, procedures, systems, and budgets.
- Assists in the development, negotiation, execution, and monitoring of vendor and various service contracts.
- Coordination and performance accountability for all day-to-day activities of the Office of Institutional Operations & Services.
- Performance accountability utilizing approved measurements of all processes internal and external with accurate and complete reporting on the operating conditions of the all department under the Office of Institutional Operations & Services.
- Motivate and lead a high performance management teams.
- Mentor direct reports to cultivate skills and to increase consciousness of the interrelationship between each department in the Office of Institutional Operations & Services.
- Provide direction and leadership to all departmental directors that mirror the mission and core values of the institution.
- Other duties may be assigned.
MINIMUM REQUIREMENTS/QUALIFICATIONS:
- Minimum 10 years work experience within higher education in a senior management role responsible for operation management, or equivalent mastery.
- Master's Degree with emphasis in operations and systems management, with fiscal emphasis. Doctoral Degree preferred.
- Support of and demonstrated success within an environment where invested and shared decision-making is strongly preferred.
- Well-developed analytic and problem solving skills.
- Highly organized with ability to manage multiple priorities and deliver assignments on time.
- Exceptional time management skills.
- Successful team management skills with the ability to partner with a dynamic leadership team.
- Excellent listening, written verbal communication and interpersonal skills.
- Technologically astute and capability of managing in multiple enterprise modalities and platforms.
- Ability and desire to develop and implement new technological improvements.
- High degree of integrity including ability to successfully deal with sensitive or confidential information.
- Ability to exhibit poise, composure, and confidence when confronting stressful or high-pressure situations.
- Hands on, self-starting, high energy and drive, disciplined, high integrity, and detail-oriented individual with ability to work independently in a high volume environment that requires a work product that is highly accurate and timely.
- Ability to delegate tasks, while maintaining oversight.
- Strategic thinker for building upon the projected growth of CU.
- Ability to take the initiative and promote initiative within their team/department.
- Excellent problem solving and decision making skills.
- Knowledge of modern and complex practices associated to performance accountability.
- Organizational development, personnel management, budget and resource development, and strategic planning skills.
- Demonstrated success developing and monitoring systems to manage both operational and programmatic work that involves high levels of collaboration.
- Flexible and able to multi-task.
- Ability to 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.
- Knowledge of the development of key processes for the purpose of increasing operational efficiencies and ensuring high-level service.
- Extensive knowledge in the delivery of training including use of technology and best practices related to the development and delivery of training.
- Knowledge of principles and practices of administration, supervision, and training.
- Knowledge of public speaking techniques.
- Acknowledges and respects diverse perspectives.
- Ability to inspire trust.
- Ability to provide leadership to supervise the planning, development and establishment of new, modified and/or improved accountability services and activities.
- Ability to delegate authority and responsibility and hold subordinates accountable.
- Ability to establish and accomplish goals.
- Ability to establish and maintain cooperative and effective working relationships with others.
- Ability to empower personnel to optimize effective operations.
- Ability to analyze situations accurately and adopt an effective course of action.

**Competencies:**

- **Managing People** - Includes staff in planning, decision-making, facilitation and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and service; Continually works to improve supervisory skills.
- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others’ views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.

- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

- **Innovation** – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others’ attention.

- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach to method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

- **Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization’s strengths and weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Critical technology skills for this position:**
- Proficient in Excel, Word, Microsoft Outlook, Remote Network Access (H: drive access off campus, VPN, Network Drives, and Administrative software (Banner), CRM System, and Project Management Software (AtTask or Microsoft Project).

**Physical demands of the position:**
- Repetitive motions on keyboard
- Travel on short notice
- Rising and sitting repeatedly
- Climbing stairs
- Walking indoors or outdoors
- Ability to lift 25 pounds
- Ability to lift, pull, grasp, stoop, and reach within an office environment
- Ability to sit for extended periods of time
- Ability to speak and hear

**Attitude and demeanor of all Concordia University employees:**
As part of a work environment that highly values Christian education, educational excellence and service to students, all members of the community will:

- Publicly support the mission of Concordia University, exhibit a maturing relationship with Jesus Christ, membership in a Lutheran congregation preferred.
- Communicate effectively with warmth, sensitivity, and understanding as s/he deals with administrative colleagues, teachers, students, parents, faculty, college personnel, and program associates.
- Work as a team member in a professional environment.
- Possess a “service attitude” (willingness to be flexible to meet the needs of the department).
- Have a professional physical appearance (appropriate clothing, personal hygiene, etc.)

Written by Jean Meeks-Koch/Revised by the President and Cabinet - 5/20/2014