

Position Title:	<b>Deputy Chief Operating Officer</b>	Department:	<b>Administration</b>	
Reports to:	<b>Chief Operating Officer</b>	Classification	Exempt <input checked="" type="checkbox"/>	Non Exempt <input type="checkbox"/>
Date:	<b>August 2020</b>	Supervises:	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>

*At Volunteers of America Western Washington, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. We are dedicated to promoting an inclusive environment where all people feel accepted and valued.*

**WE OFFER:**

COMPETITIVE SALARY  
UP TO 200 PAID TIME OFF HOURS PER YEAR  
MEDICAL & DENTAL  
403(B) RETIREMENT  
FLEX SPENDING ACCOUNT and more....

We are looking to hire a driven Deputy Chief Operating Officer to maximize our organization's operating capabilities, execute and manage initiatives, and further improve and expand our services in the community. This position reports to the Chief Operating Officer and should be able to work independently with little or no supervision. The Deputy COO is an essential member of the VOAWW leadership team and works closely with the program senior staff to enable leadership success.

**Qualifications:**

- BA in Business Administration, Project Management, Human Services or related field, and three to five years of office/project management or equivalent experience is required.
- Track record of organizing and directing multiple teams and departments.
- Requires a high level of professionalism with strong administrative skills.
- Demonstrated ability and experience in leading and supervising.
- Must be able to handle pressure effectively and meet deadlines.
- Advanced knowledge of all MS Office applications.
- Proficient with technology including mobile devices as well as office equipment and procedures.

**Other Knowledge, Skills and Abilities:**

- Effective organizational and interpersonal skills including written and verbal communication skills.
- Ability to exercise good judgement, be compassionate, confidential and work with vulnerable and diverse populations.
- Ability to work independently.
- Resolves conflict and is able to identify potential conflict either amongst others or those being caused by oneself.
- Demonstrates a focus on quality by being accurate and thorough; looks for ways to improve processes and deliverables; demonstrates proficiency in systems improvement.

- Accepts responsibility for actions and follows through on commitments.
- Takes initiative and independent action; asks questions and shares risks as necessary.
- Committed to the agency's mission and objectives.

**Principal activities:**

- Act as a strategic advisor to the COO and senior executive team.
- Serve as the primary point of initial contact on matters pertaining to operations and program performance.
- Independently research, prioritize and follow up on multiple incoming issues and concerns.
- Implement and manage business initiatives based on the community needs.
- Manage a variety of special projects.
- Research and recommend new and revised policies and strategies.
- Track and drive performance across multiple projects and tasks.
- Create and maintain systems and processes to streamline operations.
- Support the agency's mission and perform other duties as assigned.

If you wish to apply for this position, please email your cover letter and resume to:  
[recruiter@voaww.org](mailto:recruiter@voaww.org).

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*