



**Position Announcement: CHIEF OPERATING OFFICER**  
**Reports To: Chief Executive Officer**  
**Status: Full Time; Exempt**  
**Location: San Francisco, CA (Temporarily Remote)**  
**Closing Date: November 17, 2021**

## **THE OPPORTUNITY**

San Francisco Housing Development Corporation (SFHDC) – a 33-year-old housing and community development corporation based in the Bayview-Hunters Point area of San Francisco – seeks an experienced, proactive, and collaborative executive to help shepherd the organization through the next stage of its dramatic growth. With the creation of this new position, which reports directly to the CEO, the organization is enhancing the systems and infrastructure needed to pursue its strategic directions and opportunities and realize its human and community impact goals. Visit [www.sfhdc.org](http://www.sfhdc.org) for more information about SFHDC.

## **POSITION SUMMARY**

The Chief Operating Officer (COO) will be a strategic partner to the Chief Executive Officer (CEO). The successful candidate will be a mission-focused, inquisitive, and process-minded leader with experience scaling an organization, leading an executive management team, and developing a performance culture among a group of diverse, talented individuals. The COO will lead and further develop an internal team to support the following areas: Human Resources, facilities, general administration, and Information Technology. The COO will play a critical role in partnering with the CEO and senior leadership team in decision-making and general operations as SFHDC continues to expand its quality programming while building capacity. The successful COO will have the skills, emotional intelligence, and confidence to listen to staff and community needs and promote systems that tap into the power that each member of the team brings to the mission. This is a tremendous opportunity for an operations leader to maximize and strengthen the internal capacity of a well-respected, high-impact organization.

### **PRIMARY RESPONSIBILITIES:**

Reporting to the CEO, and extending the organization's long history of attention to diversity, equity and inclusion, the COO will lead many of the organization's internal operations and will have the following responsibilities:

#### **Strategy and Operations Planning**

- Working in partnership with the CEO, management team, Board and other stakeholders, assist in creating the strategic five-year plan and implement new processes and approaches to achieve it.
- Lead internal processes and cross-departmental integration:
  - Coordinate annual operations planning, including SMART Goals.

- Lead the performance management process that measures and evaluates progress against goals for the organization.
- Provide for all staff a strong day-to-day leadership presence, bridge scattered site operations, and support an open-door policy among all staff.

### **Administration, Human Resources, and Technology**

- In conjunction with SFHDC’s management team and our external Human Resources consultant, further develop SFHDC’s Human Resources processes and systems, enhancing the organization’s recruiting, professional development, compensation and benefits administration, and performance management system.
- Lead recruitment, hiring and performance management activities with a focused outcome on ensuring the composition of staffing reflects the communities we serve, which are largely BIPOC.
- Ensure that all organizational policies and procedures are consistent, streamlined and well documented.
- Establish and manage a comprehensive training program to educate employees regarding staff tools, policies, and procedures.
- Work closely and transparently with all external partners including funders, third-party vendors, contractors, and consultants.
- Partner with leaders of the following internal groups:
  - Real Estate Development and Preservation: Support the team in competing for new affordable housing and mixed-use development opportunities; completing the pipeline of current projects; and managing and preserving existing assets for the benefit of residents, investors, lenders, and the community.
  - Financial Empowerment and Housing Counseling: Support provision a broad spectrum of education via workshops and individual sessions to help clients obtain and retain housing, as well as attain other financial goals.
  - Resident Engagement and Service Connection: Support the maximization of resident stability and housing retention through community building activities, information, referrals, and leadership development.
  - Community Economic Development: Support the expansion of community health through commercial corridor revitalization, providing jobs, goods, and services for current residents.

### **Fund Development and Communications:**

- Support internal and external communications including web and social media presence.

- Maintain database of donors, sponsors, supporters, and clients.
- Develop and implement systems for measuring and reporting grant and contract goals, activities, and outcomes.
- Support the CEO in working with the Board of Directors: Ensure Board packets are produced in a timely manner with complete and accurate information; attend bi-monthly Board meetings; and staff several Board committees.

### **QUALIFICATIONS:**

- Leadership and Organization — Exceptional capacity for human resource management and leadership; a team builder who has experience in scaling up organizations; ability to connect staff both on an individual level and in large groups; capacity to enforce accountability, develop and empower top-notch leaders from the bottom up, lead from the top down, cultivate entrepreneurship, and learn the strengths and weaknesses of the team to put people in a position to succeed.
- Strategic Vision and Agility — Ability to think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan.
- Action Orientation — Enjoys working hard and looks for challenges; able to act and react, as necessary, even if limited information is available; not afraid to take charge of a situation; can overcome resistance to leadership and take unpopular stands when necessary.
- DEI Proponent — A successful track record working with a diverse team of people and promoting solutions with a lens toward equity and inclusion.
- Relevant Experience — At least 10 years of overall professional experience; ideally 6+ years' operations management experience with an organization doing similar work.
- Capacity Building Expertise — Ability to effectively build organization and staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly.
- Results-Proven Track Record — Evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience, and judgment; the ability to balance the delivery of programs against the realities of a budget; and problem solving, project management, and creative resourcefulness.
- Communication and Relationship Building Skills — Excellent ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- Strong Personal Qualities — Grounded in honesty, integrity, credibility, commitment to quality, and dedication to the mission of SFHDC.
- Education — Minimum of a bachelor's degree; a master's degree in Business Administration, Non-profit Administration, Finance, or related fields preferred.

**COMPENSATION and BENEFITS:** Salary will be commensurate with experience and SFHDC offers excellent benefits including health insurance, life insurance, retirement plans, vacation time, sick leave, generous holiday schedules, and Flexible Spending Accounts.

**TO APPLY:**

SFHDC is partnering with Bay Area-based, Black and female-owned strategic management consulting and executive search firm [Walker and Associates Consulting](http://Walker and Associates Consulting) for this search. To apply, please email a cover letter, resume and list of three references (you will be contacted before any outreach to references) to [sfhdc@walkeraac.com](mailto:sfhdc@walkeraac.com) by November 17, 2021, at 5:00 pm PT. Use the subject "COO." One combined Word or PDF file is preferred.

*Questions?* Contact Jeannine N. Walker, President and CEO, at [jwalker@walkeraac.com](mailto:jwalker@walkeraac.com).



***The San Francisco Housing Development Corporation is an equal opportunity employer/drug free workplace and is committed to the belief that each individual is entitled to equal employment opportunity. We encourage candidates reflective of and passionate about the diverse communities in Bayview Hunters Point and other neighborhoods of Southeast San Francisco that we serve.***