



# Deaf Community Resource Center, Inc

732 S. Ludlow Street • Dayton, OH 45402

Phone 937-222-2434 • VP 937-203-3853

demmons@dcrcoho.org • www.dcrcoho.org

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## JOB DESCRIPTION

Job Title: Chief Operating Officer

Supervisor: Board of Trustees

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### **Position Summary:**

The Chief Operating Officer (COO) for Deaf Community Resource Center (DCRC) serves as the agency's leader and its representative to the community and maintains the ultimate responsibility for DCRC programs and services, budget, policies and procedures, and general operations.

- FLSA Status: Exempt
- Supervisory Responsibilities: Yes

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### **Essential Functions and Responsibilities:**

1. Assists the Board to develop a strategic plan to advance the company's mission and objectives and to promote growth as an organization.
2. Assists the Treasurer to provide the Board with all necessary information regarding the financial and programmatic operations of the agency and implement Board directives.
3. Oversee company programs to ensure top quality services and cost-effective management of resources. Provide supervision to and conduct annual evaluation of program managers/coordinators
  - a. Early Intervention
  - b. Employment and Community Services
  - c. SOR Peer Support
  - d. Others as identified
4. Devise evaluation strategies to monitor performance and determine the need for improvements.
5. Supervise all programs and departments and provide timely feedback to individuals to resolve complex situations.
6. Apply risk, resource, and management principles when needed.
7. Read and review reports from employees/departments to determine progress and issues and make adjustments when necessary.
8. Discover ways to enhance efficiency and productivity of procedures and people.

9. Ensure that all program operations and activities adhere to legal guidelines and internal policies of DCRC.
10. Keep Board informed with detailed and accurate reports.
11. Promote the agency through community involvement and networking and participation in conferences and events.
12. Promote the agency to local, regional, and national constituencies.
13. Build a fundraising network using personal contacts, direct mail, special events, and foundation support.
14. Other duties as assigned.

**Qualifications:**

**Special Licenses and/or Certificates:**

Degree in Management, Social Services, or related field preferred

**Education and/or Experience:** Masters Preferred. BA required. Management Experience working in a non-profit; experience developing and implementing new strategies; knowledge of/experience and ability to develop financial plans and oversee budget expenses and report writing. Experience coordinating and managing staff and programs providing services to the deaf community.

Fluent in ASL and English

Demonstration of understanding of Deaf Culture

Excellent communication skills

Strong leadership skills

Able to work collaboratively with others

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**Computer Skills:** Internet Explorer, Microsoft Excel; Microsoft Powerpoint, Microsoft Word; Online meeting/conference technology; VRS software communication systems

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is frequently required to stand, walk, and sit. The employee is regularly required to use hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 lbs.
  2. The employee is regularly required to communicate with Deaf and hearing people.
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**Work Environment:**

The work environment characteristics are similar to those in a typical office setting. The office does use flashing lights to signal those who are Deaf. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

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**Work Conditions:**

The work conditions for this job description are:

Maintains motor vehicle minimum insurance requirements; maintains valid OH driver's license; acceptable motor vehicle record; an Ohio child abuse history clearance; acceptable criminal record report.