

Deputy Director/ Chief Operating Officer  
Executive Division

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**Rhode Island Housing** strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

### **JOB SUMMARY**

This is a key leadership position at Rhode Island Housing. This position is responsible for day-to-day operations and tasked with ensuring that the overall mission of Rhode Island Housing is fulfilled. Reporting to the Executive Director, the Deputy Director / COO will have both internal and external responsibilities, ranging from interfacing with external partners, project management within the organization that includes administration and oversight of information technology, communications, government relations, facilities, marketing, and human resources. This individual will oversee and monitor internal operations, including successful execution of a \$30 million operating budget, and identify the most efficient methods to ensure the success of the corporation. As Deputy Director, the incumbent will work closely with the Executive Director, the Chief Financial Officer and the Deputy Director for Programs on financial and business planning for the Agency.

### **JOB FUNCTIONS**

The Deputy Director / COO will have bottom line responsibility for leading and managing all operational and administrative aspects of the Agency. The Deputy Director will collaborate with senior management team to improve the administrative procedures and operational services of the agency. Maintain continuous lines of communication, keeping the Executive Director informed of all critical issues. Incumbent must demonstrate a track record of high performance, as well as strong management and leadership skills. Provide organizational administration of staff and company systems to enable the Executive Director and the senior management team to effectively and efficiently manage their divisions. This role coordinates all administrative functions and works with the department managers to develop and implement policies and procedures regarding operational processes/ process improvement.

In collaboration with Executive Director and Chief Financial Officer plan and coordinate business planning, and execute the annual budget process as relevant to all operational and administrative aspects of the organization. Incumbent will work to continuously improve the efficiency of the internal operations of Rhode Island Housing.

### **COMPLEXITY/IMPACT:**

Complex function with significant number of interrelated professional disciplines which must be coordinated. Considerable discretion and latitude to direct and control affairs of the organization. Requires the exercise of ingenuity, creativity, judgment and problem solving skills. Rhode Island Housing is substantially committed to decisions and recommendations made under Rhode Island Housing authorization limits.

Responsible for the financial decisions that have a significant impact on Rhode Island Housing. Interacts with diverse populations and promotes policies which affect multiple thousands of people.

### **PRINCIPAL ACCOUNTABILITIES**

- Oversee the Information Technology, Human Resources, Facilities, Governmental Relations, Marketing, and Communications Departments and provide guidance and direction to the Director of Information Technology, Director of Human Resources, Facilities Manager and outside consultants.
- Prudently execute a \$30 million administrative budget.
- Promote analysis and review of internal operations, including but not limited to program monitoring and compliance; constantly seeking to expand and improve the processes of the Information Services, Human Resources, Marketing, and

Communications Departments while overseeing facilities management.

- Explore initiatives and best practices from other states and agencies as well as the private sector and consider the feasibility of implementing them at Rhode Island Housing. The position will assure that the organization has useful management information systems with data that allows management and staff to make more informed decisions about programs and strategies.
- Provide advice to the Executive Director, strategic guidance to senior management and on various occasions be called to act as or represent the Executive Director when needed.

### **QUALIFICATIONS**

- 15+ years of broad-based senior-level general management experience – directing and overseeing the administration and operations of a service-driven organization of comparable complexity
- He or she must have demonstrated achievement of high standards of organizational performance and productivity, in the face of limited resources and persistent customer needs
- Experience with the administration of a high profile government or charitable organization; the experience and judgment to strategically identify and implement initiatives
- Excellent verbal and written communications skills, as well as negotiation, problem-solving, outcome measurement and analysis skills
- Knowledge and experience with housing, housing finance, housing development, community lending and community development will be considered a major asset
- Must demonstrate very high levels of integrity, ethics and respect for others
- An advanced degree in business administration or public policy is highly preferred
- Use of personal vehicle, valid driver's license and proof of insurance is required

RI Housing Salary Grade: E8-2

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