

LOCAL INITIATIVES SUPPORT CORPORATION
LISC

Position Description

POSITION TITLE: Executive Vice President and Chief Operating Officer/
Chief Digital Officer (COO/CDO)

BASIC FUNCTION: Oversight of LISC's Internal Business Operations and
Information Technology

REPORTS TO: LISC's President / Chief Executive Officer

LOCATION: LISC Headquarters Office, New York, NY

THE ORGANIZATION:

Local Initiatives Support Corporation ("LISC") is a national non-profit business that works with residents and partners to forge resilient and inclusive communities of opportunity across America - great places to live, work, visit, do business and raise families.

We:

- Help deliver innovative solutions to challenges and opportunities for people and communities across America;
- Invest in under-resourced places and people;
- Ensure successful implementation of community initiatives;
- Connect stakeholders and resources to the country's most challenged neighborhoods; and
- Build resilient people and places through our public policy leadership.

Over the last 38 years, LISC and its affiliates have invested approximately \$20 billion in businesses, affordable housing, health, educational mobility, community and recreational facilities, public safety, employment and other projects that help to revitalize and stabilize underinvested communities. These investments have leveraged more than \$50 billion in development activity and helped families and communities raise their standards of living. LISC investments impact the lives of nearly 7 million Americans.

Headquartered in New York City, LISC's reach spans the country from East coast to West coast in 31 markets with offices extending from Buffalo to San Francisco. Our rural programs make an impact in 44 states, and are supported by LISC's talented and dedicated workforce.

Visit us at www.lisc.org

JOB OVERVIEW:

The COO/CDO is a member of the executive team and provides the leadership, management and vision necessary to ensure that the company has the proper operational controls, administrative and reporting procedures, and systems in place to effectively grow the organization and to ensure financial strength and operating efficiency. The position accomplishes this through a respectful, constructive and energetic style, guided by the objectives of the company and direction from the Chief Executive Officer.

As a community development intermediary, LISC provides capital grants and loans, technical expertise, training and information. The COO/CDO is responsible for the development, design, operation, and improvement of the technical systems and processes used to create and deliver those products.

Responsible for ensuring business operations, especially between departments, are coordinated, efficient and effective; resources are properly managed; and systematic improvements are prioritized in alignment with LISC objectives.

Directly responsible for managing departments total budget of \$12MM and providing leadership and oversight to Information Technology, Legal, Grants and Contracts Management, Administrative Services (Facilities) and leading the Local/National Task Force, leading our efforts to become a technology company and leading our efforts to bring the digital revolution via our products and services to the urban and rural people and places we serve.

Accountability of this position is to drive functional improvements while maintaining a reasonable cost structure.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following are an indication of the position's core responsibilities; these are intended to illustrate the scope of responsibilities, and are not exclusive of other duties that may be required.

- Engage with the President and key experts and stakeholders to understand LISC's operations, goals, strategies, values, and operating environment, in order to effectively lead operational practices and make supportable improvements.
- Develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to take LISC to its next level of maturity, taking into account its structure of 31 field offices supported by central 'back office' functions.
- Translate the strategic plan to staff to ensure support and lead the execution of specific strategies to effectively grow the organization, ensure financial strength and increase operational efficiency.

- In close support of the President, provide effective internal management of the company that enables responsiveness to LISC’s vision and changes in its direction and priorities.
- Direct and manage computing and information technology resources and infrastructure, including: preparing and managing the company’s annual IT budget; managing the review and negotiation of major vendor agreements, tactical and strategic planning; policies, procedures and programs; and service delivery to employees throughout the country.
- Ensure the protection of LISC’s IT assets and guarantee the integrity, security and privacy of all information maintained.
- Pursue the continuing alignment of LISC’s technology strategy with its business strategy and, to the extent feasible, with the technology assets of the National Equity Fund (“NEF”), a large LISC affiliate located in Chicago that has an independent technology platform.
- Strengthen, at all levels of LISC, the awareness of the value and importance of cooperative use of data and technology to LISC’s financial and programmatic success and charitable mission.
- Oversee the development and implementation of training programs to clarify roles, responsibilities and expectations while increasing staff technical skills and use of technology.
- Provide oversight and support to the Grants and Contracts Management Department, responsible for proper use of public and private funds.
- Provide support to the Administrative Services Department which includes oversight of leasing negotiations to determine operational cost/ effectiveness.
- Provides, timely accurate and complete reports on the operating condition of the company.
- Foster a success-oriented, accountable environment within the company.
- Perform all other duties as assigned.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Master’s degree in business from an accredited college or university preferred.
- Fifteen (15) years senior management experience leading a diverse group of support functions for a large, complex organization.
- Demonstrated experience in operational planning, data analysis, budgeting with previous experience overseeing information technology and business operations.
- Excellent knowledge of IT systems and infrastructure.

- Skilled in planning, organizing, directing and coordinating a wide variety of activities; developing implementing and communicating policies and procedures for a large organization; making sound recommendations and adopting effective causes of action; working persuasively and tactfully with supervisors and line staff; supervision of specialized professional staff; communicating effectively both in oral and written form.
- Ability to attract, develop, and retain talented individuals; create a learning environment that ensures staff realizes their highest potential — allowing the organization as a whole to meet future challenges.
- Ability to demonstrate a high level of integrity, strong interpersonal skills, the ability to build consensus, and put a strong emphasis on responsibility and accountability.
- Ability to anticipate and plan for changes to current organizational policies, practices, systems, etc. needed to move in new strategic directions and to ensure long-term business viability.
- Demonstrated resourcefulness in setting priorities and guiding investment in people and systems.
- Familiarity with requirements applicable to the use of government funds.
- Experience in moving a corporate culture to more highly value technology and take responsibility for their part in its success.
- A keen intellect combined with a good sense of humor, and solid personal integrity.
- Appreciation for LISC's community development mission.
- National travel required (20%), including overnight travel.

COMPENSATION

Compensation will be commensurate with experience and abilities, consistent with the scope of the job. Excellent fringe benefits are also provided.

PROCESS

Interviews will be scheduled during the next two months, with the selection to take place shortly thereafter. The new COO/CDO will be expected to take office as soon as possible.

To apply, please send a cover letter and resume via email to: dgiannone@lisc.org

LISC IS AN EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO DIVERSITY AND INCLUSION