Kobernick Anchin Benderson (KAB)

1951 N. Honore Avenue Sarasota, Florida 34235

**JOB DESCRIPTION**

**CHIEF OPERATING OFFICER (COO)**

**REPORTS TO:** Chief Executive Officer (CEO), and works with the senior management team on common issues and projects.

**JOB SUMMARY:**

Reporting to the CEO and serving as a key member of the Senior Management Group, the Chief Operating Officer (COO) is responsible for ensuring the execution of the organizations’ strategic plan including the accomplishments of key strategic goals, operation of the organizations’ business entities (as cited at the top of the page), and coordination of cross-departmental senior management group activities. The administrative responsibilities of the position are to:

* Plan, coordinate, and oversee the day-to-day resident care, services, and programs in each residence on the KAB campus.
* Establish, facilitate, coordinate, and monitor quality standards and improvement processes for each service and promote the continuous advancement of performance excellence in all areas as measured by organizational key results and quality measures.
* Drive service excellence across campus by aligning employee actions to achieve exceptional customer experiences and further KAB as the provider of choice in the community.
* Oversee and implement the annual budget process with CFO and promote efficient and effective management of resources in day-to-day operations to continually strengthen the organization’s financial performance by maximizing reimbursement, generating revenue, and containing costs while driving high quality of care.
* Facilitate and participate in strategic planning and development of new services to residents and in the extension and advancement of services beyond the immediate campus.
* Effectively work cross-functionally, building consensus, coaching and developing staff, managing performance and supporting morale.
* Support and work in partnership with the CEO in communications and preparing reports for the Board of Directors. Represent the organization in board committee meetings as assigned as well as special task forces.

**KNOWLEDGE AND SKILLS REQUIREMENTS**

* The right COO will preferably possess an advanced degree and must have thrived in a leadership role in a complex organization.
* Experience with managing housing and related services for older adults is preferred. (i.e. independent living, assisted living, and skilled nursing)
* The right candidate will understand the culture of a faith-based, mission driven organization, and have operated business in a fiscally responsible way.
* The COO will enjoy and be skilled at sustaining a productive team environment and be able to both delegate accountability and remain accountable for operations of KAB. The COO will acknowledge the KAB culture and understand the impact that culture has on business operations.
* Experience of 7-10 years in having managed operations of:
  + Independent living, assisted living, and skilled nursing
  + Preferred experience in food services and having participated in facilities expansion/construction activities

**CRITICAL SUCCESS FACTORS**

Most importantly, the new COO will have built strong relationships with all stakeholders of KAB Communities: residents and their families, all levels of staff, the Board, the community, referring hospitals and other centers of influence. The COO will be successful in the first year if:

* High resident satisfaction, low employee turnover ratings, and key quality measures are maintained or improved.
* Financial targets are achieved or surpassed.
* All the business entities continue to operate at high census.
* The relationship with the referring hospitals and community centers of influence remains strong/improves.
* Organizational culture change is supported, with continued emphasis on individual accountability and identifying/achieving key strategic results.
* The successful candidate must have an unpretentious, roll-up-the-sleeves, hands-on mentality.
* He or she must know how to build effective cross-functional teams..
* The COO must be an excellent communicator and natural relationship builder.
* A long-range, big-picture strategic perspective is important; he or she should understand the dynamics of the quality, regulatory, and financial imperatives of health care reform so that these issues can be managed proactively, not reactively.

**OTHER SUCCESS FACTORS:**

* The right candidate must: Have passion for the mission of KAB.
* Be outgoing, highly visible and accessible.
* Always strive for excellence, continuous improvement and alignment of organizational strategy, key results and activity.
* Remain organized and focused while multi-tasking in a fast-paced environment.
* Identify with and support organizational values.
* Demonstrate a big-picture, systems-wide strategic perspective.
* Bring a high level of financial awareness and business acumen.
* Have a track record of managerial success.
* Practice proactive, not exclusively reactive, management.