



Position Profile
Chief Operations Officer
Rural Community Assistance Corporation
West Sacramento, CA

Rural Community Assistance Corporation (RCAC) seeks an energetic and seasoned Chief Operations Officer (COO) to ensure RCAC's optimal functioning to advance its mission to create vibrant, healthy, and enduring rural communities by providing training, technical assistance, financial resources, and advocacy so rural communities can achieve their goals and visions.

The Organization

Founded in 1978, RCAC seeks to collaboratively build the capacity of organizations that serve low-income people living in the rural West (13 states from the Rockies to Hawaii). RCAC works in partnership with small rural and tribal communities and other local agencies to provide tools and resources necessary to improve their quality of life. RCAC offers a wide range of services to communities with fewer than 50,000 people including technical assistance and training for environmental infrastructure; affordable housing development; economic and leadership development; and financing to support community development. Since its inception, RCAC's dedicated staff and active board have helped affect positive change in rural communities across the West.

RCAC's program and services are informed by its strategic directions and core values:

Strategic Directions

- ***Core Competencies:*** Ensure rural communities have culturally-appropriate access to resources by prioritizing community-identified needs and advocating on behalf of these communities with public- and private-sector partners.
- ***Increased Investment:*** Strengthen the economies of rural communities through increased capital investment that supports small businesses and community development.
- ***Indigenous Communities:*** Collaborate with grassroots and Indigenous-led organizations that provide infrastructure, housing, lending and other essential services in Indigenous communities.
- ***Diversity, Equity, and Inclusion:*** Grow inclusive practices by improving organizational awareness, positioning, and approaches, which embrace Indigenous knowledge and are mindful of historical contexts, to better serve internal stakeholders and external partners and communities.
- ***Capacity Building and Innovation:*** Strengthen RCAC's operations by exploring innovative strategies, improving internal infrastructure, and promoting staff development so that RCAC can continue to build the capacity of organizations.
- ***Outcome Measurement:*** Transition RCAC measurement to an outcome-based model that effectively articulates the narrative of its work, increases learning opportunities to refine its programmatic approach, and expands the metrics the organization can share with diverse funding sources.

Core Values

- ***Leadership:*** Identify innovative strategies to further rural community and economic development and inspires partners to achieve great outcomes.
- ***Collaboration:*** Achieve superior results by respectfully and inclusively identifying and working with partners.
- ***Commitment:*** Work with passion and dedication to improve rural communities and the lives of their low-income residents.
- ***Quality:*** Produce exceptional work products to help RCAC partners meet their goals.
- ***Integrity:*** Practice the highest professional standards and cultural competency in RCAC's work.

RCAC also expanded and elevated its DEI platform and work. The organization added a dedicated committee and focus groups, bi-monthly listening sessions offered by diverse representatives, and tools and assessments to inform

the learning and experiential journey of all staff, key stakeholders, and Board members as a reference to guide all internal and external communications.

Headquartered in West Sacramento in a building it owns, RCAC has an estimated annual budget of approximately \$20 million; more than \$200 million in total assets and net assets of more than \$80 million; and recently received a \$20 million unrestricted grant. Approximately two thirds of the annual budget comes from grants and contracts. Governed by a ten-person diverse Board of Directors from eight different states, RCAC employs more than 170 staff, most of which currently work remotely across RCAC's 13-state footprint, with plans for a corporate hybrid work model. The COO will join a senior leadership team that includes the CFO, Controller, Community and Environmental Services Director, Housing Director, Loan Fund Director, Staff Operations Assistant Director, and Communications, Development, and Events Director. Benefits and additional HR services are provided through a PEO (Professional Employment Organization). For more information please visit RCAC's website at <https://www.rcac.org/>.

The Position

A new position that will report to the CEO, the COO will work closely with the CEO and CFO. Under the leadership of Suzanne Anarde, a lifelong rural resident, leader, and champion for rural culture, the organization has significantly evolved and expanded its services in the past two years and seeks an experienced and innovative COO who can build, lead, and sustain the operational structure that will support the organization into the future. The COO will provide leadership, management, and vision to ensure the organization has the infrastructure, systems, administrative and reporting procedures, and operational controls in place to effectively grow the organization. The COO will have capacity to ensure operational excellence and efficiency to support RCAC's success in its ambitious work to reach its goals.

Key Responsibilities

Collaborate and Execute Vision and Strategy

- Partner with the CEO, CFO, the Board, and Senior Leadership Team to craft the long-range plan and strategy to achieve RCAC's vision.
- Manage strategic initiatives with a focus on collaboration with and implementation across the Senior Leadership Team.
- Support execution of key priorities, engaging across the Senior Leadership Team and effectively deploying operations.
- Provide effective internal management that supports responsiveness to RCAC's vision and changes in direction and priorities.
- Cultivate and steward key relationships in collaboration with the CEO, including the Board of Directors, industry, funding, and operations leaders.

Lead and Oversee IT, Data, and Impact Strategy

- Direct and manage computing, data, impact, and information technology with the existing team, develop resources and infrastructure, oversee the annual IT, data, and impact budget, negotiation and oversight of major vendor agreements, policies and procedures, and customer service for RCAC staff.
- Ensure protection of RCAC IT assets and guarantee that the integrity, security, and privacy of all information is maintained.
- Strengthen the awareness of the value and importance of cooperative use of data, technology, and impact to support RCAC's mission success.

Develop and Implement Administrative & Operating Strategy

- Develop and implement plans for the operational infrastructure of systems, processes, and human capital to take RCAC to the next level of operational excellence in support of strategic initiatives and long-term goals.
- Manage and support the professional development of the operations team.

- Work with the Senior Leadership Team to remove roadblocks, enhance operational efficiency and effectiveness, and lead the administrative functions of the organization including information technology, facilities management, and human resources.
- Oversee facility development in the corporate office to retrofit the space to accommodate social distancing, safe collaboration, individual rooms for personal use, and further develop a workspace that proactively supports a hybrid workforce.
- Oversee and support the RCAC events team to coordinate and produce more than 600 internal and external training events across RCAC's 13 states, ensuring fiscal and logistical efficiencies and infrastructure to sustain and build the organization's capacity.

RCAC uses a range of technology and software platforms to support its work including SharePoint, Unanet, Microsoft Office, Teams, and OneDrive.

Experience and Attributes

Highly qualified candidates will bring the following experience and attributes:

- At least 10 years senior management experience leading a diverse group of support functions for a large, complex organization.
- Experience in nonprofit administration, strategy, and/or operations management a plus.
- Demonstrated experience in operational planning, data analysis, budgeting, and business operations management.
- Commitment to understanding the rural West and its diversity of needs, and a passion for helping to build operational capacity in service of rural communities.
- Excellent knowledge of IT systems and infrastructure.
- Ability to attract, develop, and retain talented individuals; create an environment that ensures staff realize their highest potential and support the organization as a whole to meet future challenges.
- Demonstrated resourcefulness in setting priorities and guiding investments in people and systems.
- Ability to demonstrate a high level of integrity, strong interpersonal skills, and advance responsibility and accountability.
- An excellent and active listener who is able to quickly gather, synthesize, and act on feedback from diverse sources.
- Ability and track record of advancing commitment to diversity and inclusion.
- Ability to travel 20% of the time.

Based on current job market value, compensation will be in the range of \$150,678 - \$166,446, commensurate with experience.

Application Process

To apply, e-mail resume, cover letter and salary requirements [here](#). For other inquiries, contact Suzanne Tan at Suzanne.Tan@marcumllp.com

RCAC is an equal opportunity employer and considers all employees and job applicants without regard to race, religion, color, gender, age, national origin, disability, veteran status, sexual orientation or marital status, or any other status protected by the law. RCAC strives to reflect the diverse constituencies that the organization serves.

About Marcum's Nonprofit and Social Sector Group

On behalf of RCAC, Marcum's Nonprofit & Social Sector Group is working with RCAC to advance the work and support the COO search. Founded in 1984 and merged with Marcum in 2018, we are, and always have been, a mission-driven professional services firm seeking to *do more* for nonprofits and socially conscious companies. We exist to do meaningful work for organizations like RCAC who are making a difference in our communities and our world. Learn more about our work at <http://marcumllp.com/industries/nonprofit-social-sector/>.