



Chief Operations Officer Tampa, FL



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Gans, Gans & Associates

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History

In the spring of 1992, Corporation to Develop Communities of Tampa, Inc. (CDC of Tampa) was founded by civic and community leaders--led by Ms. Chloe Coney--to alleviate poverty and physical deterioration within a 'community of neighborhoods' four miles northeast of downtown Tampa, Florida known as East Tampa.

Home to more than 16,000 people, East Tampa has a proud tradition of homeownership and resilience in the face of long-standing racial disparities in housing, employment, education, health care, criminal justice and private investment.

In the 25 years since, CDC of Tampa has built a proven track record of deploying strategies that reduce these disparities in the lives of East Tampa residents, as well as residents throughout the Tampa, Hillsborough County and beyond. CDC of Tampa is experienced in delivering programming in the areas of youth success, workforce development, housing counseling and financial capability, as well as residential and commercial real estate development.

Since 1992, CDC of Tampa has:

- Built more than 80 single family homes, 210 rental units and 52,000 sq. Ft. of commercial space.
- Assisted over 3,560 families with housing counseling services--creating 1,042 new homeowners.
- Helped more than 11,000 youth and adults acquire employability skills and vocational training.

CDC of Tampa is supported by local, regional and national funders, including NeighborWorks America--an organization deeply committed to driving and sustaining positive change in communities across our state and around the country.

In the last five years, CDC of Tampa has developed expertise through its participation in an array of national and statewide initiatives, including: Wells Fargo's Neighborhood LIFT, the National Foreclosure Mitigation Counseling (NFMC) program, Florida's Hardest Hit Fund and NeighborWorks America's Catalytic Grant Program.

CDC of Tampa also serves as the 'backbone support organization' for two collective impact initiatives which are tackling two of the region's most complex social challenges: financial stability and violence prevention.

Guiding Principles

Vision

A thriving Tampa Bay region in which every community is equitable, diverse and engaged.

Mission

To create opportunities for people to build prosperous futures and vibrant communities.

CDC of Tampa creates these opportunities by deploying comprehensive community development strategies--that connect workforce development, housing and real estate with education, resident engagement and community safety--to drive economic prosperity.

Core Values

CDC of Tampa **LEADS** with its core values. These values guide and direct their work.

Loyalty - Faithful to their commitments and obligations; they demonstrate this by being reliable, respectful and trustworthy.

Excellence - Driven to provide quality, as well as superior results; they demonstrate this by being persistent, determined and not easily satisfied.

Adaptability - Able to easily adjust to different conditions; they demonstrate this by being open to change in order to achieve results.

Diversity - Inclusive of distinctive backgrounds, experiences and perspectives; they demonstrate this by embracing their differences.

Stewardship - Protective of something worth caring for; they demonstrate this by being accountable to each other and those they serve.

Services

Youth Success Center - Developing Tomorrow's Leaders

Workforce Development Center - Putting Tampa Bay to Work

Homeownership Center - Fostering Sustainable Homeownership

Real Estate Development Center - Revitalizing Local Neighborhoods

Economic Prosperity Center - Moving Families Forward

CDC of Tampa's program services create pathways for individuals and families to achieve financial stability, self-sufficiency and ultimately, economic prosperity. By connecting these various services to one another, their organization serves as a catalyst for client and community-wide change.

Position Summary

The Chief Operations Officer reports to and partners closely with the Chief Executive Officer to achieve the organization's mission and vision. The Chief Operations Officer leads organizational effectiveness by managing operational functions of programs services, contracts, human resources, real estate, grants development, marketing and supervises staff and contractors in these areas. This position also supervises lines of business leads and provides oversight of their business goals, alignment of goals to support mission and performance toward goals.

The Chief Operations Officer shares the responsibility with the Chief Executive Officer for profitability and loss, including pro-active cash flow management. Assists with the development and implementation of a comprehensive fund development program with current grant programs/funders along with foundations and new sources, as determined. Manages and assists with developing resources for general operating, salary and property related funds. Oversees compliance so that we remain in good standing with all funder/government/partner requirements.

The incumbent demonstrates a passion for the mission of the organization, dedication to the customers we serve and enables excellent client and partner relations. Assists with general marketing and visibility of the organization, builds and maintains key customer relationships and supports the Chief Executive Officer in identifying business opportunities.

The Chief Operations Officer focuses on continual process and operations improvements, oversees daily operations, planning, quality control, and develops and monitors the use of resources. Creates Standard Operating Procedures (SOPs), develops tracking and reporting processes and tools, and develops information flows. He/she will manage the HR lifecycle - from resource planning, to recruiting, onboarding, performance management and professional development. The selected candidate will actively engage direct reports to develop business goals, track progress toward goals, and increase their effectiveness and efficiency of leaders.

Essential Functions

Operations Management:

- Oversight of Lines of Business – Real Estate Development Center, Workforce Development Center, Home Ownership Center and Youth Success Center.
- Optimizes operational systems, processes and policies, management reporting, information flow, business process improvement and organizational planning.
- Fosters improved collection and use of client and industry data for strategic business decisions and storytelling.
- Supports creation of financial reports and projects budgets as required.
- Improves coordination and communications across the organization to increase effectiveness and efficiency.
- Conducts resource planning, performance management, compliance management, asset management and professional development.
- Serves as a liaison to legal counsel in addressing legal issues, contract review, and governing instruments and final owner of resource management and deliverables.
- Participates in risk assessment analysis for all new lines of business and for the continuation of existing lines of business.
- Ensures that interdepartmental requests are communicated and resolved in a timely manner to internal and external parties.
- Ensures that projects are delivered on time and on or under budget.

Strategic Planning:

- Contributes to short and long-term strategic planning and the identification of potential new markets and lines of business and funding opportunities.
- Responsible for responding to grant proposals, with particular focus on local, state and federal proposals.
- Works with individual business leads to establish business goals and tracks individual performance in support of goals.
- Funding Source Management and Compliance:
 - Ensures the accurate and timely submission of reports and surveys as required by funding sources.
 - Monitors compliance of all staff, board and organizational requirements with organizations/ intermediaries such as HUD, NeighborWorks America, Department of Education, Career Source or others.
 - Oversees timely invoicing to all funding sources.
 - Directs staff on agency compliance with all contracts and relationships.
 - Oversees the negotiation, compliance and administration of contracts with vendors.

Outreach and Stakeholder Management:

- Oversees corporate communications and branding strategies to ensure consistency and quality.
- Supports Board and committee meetings as required.

Qualifications and Skills

A minimum of seven years of operations management experience and a graduate degree in business management, finance, human resources, or related field. MBA preferred.

Demonstrated track record of excellence in the following technical skills:

- Operations management in a fast pace business environment
- Fiscal management and budget development
- Strategy to action planning and tracking
- Leading an organization to meet goals
- Business process improvement
- Project management
- Fundraising and community outreach
- Written and interpersonal communications
- Staff supervision and performance accountability, managing cross-functional teams
- Data collection and reporting in Excel and other data management and presentation tools
- Knowledge of/ability to learn about successful social enterprise programs within the nonprofit sector

Leadership competencies to include:

- Strong executive leadership and organizational skills with a bias for action
- Collaborative and confident, with an ability to unite and engage staff for performance
- Visionary – able to communicate and work toward organization's vision
- Knowledge of affordable housing and current industry standards

How to Apply

If you are interested in this exceptional opportunity, please submit a detailed resume immediately to:

Kimberly Sallie

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Should you have any questions in consideration of your own interest, or a referral of a colleague, please contact us at the number above.



The City of Tampa is the largest city in Hillsborough County, is the county seat, and is the third most populous city in Florida. It is located on the west coast of Florida, approximately 200 miles northwest of Miami, 180 southwest of Jacksonville, and 20 miles northeast of St. Petersburg. The population of the city represents approximately one-third of the total population of Hillsborough County. Tampa's economy is founded on a diverse base that includes tourism, agriculture, construction, finance, health care, government, technology, and the port of Tampa.

Neighborhoods

The city is divided into many neighborhoods, many of which were towns and unincorporated communities annexed by the growing city. Generally, the city is divided into the following areas: Downtown Tampa, New Tampa, West Tampa, East Tampa, North Tampa, and South Tampa. Well-known neighborhoods include Ybor City, Forest Hills, Ballast Point, Sulphur Springs, Seminole Heights, Tampa Heights, Palma Ceia, Hyde Park, Davis Islands, Tampa Palms, College Hill, and non-residential areas of Gary and the Westshore Business District.

Climate

Tampa's climate displays characteristics of a tropical climate but is situated on the southern fringe of the humid subtropical climate zone. Tampa's climate generally features hot summer days with frequent thunderstorms in the summer (rain is less frequent in the fall and winter), and a threat of a light winter freeze from November 15 through March 5 caused by occasional cold fronts from the north.

Tropical systems

Though it is affected by tropical storms every few years and threatened by tropical systems almost annually, Tampa has not taken a direct hit from a hurricane since 1921. That seemed about to change in 2004, when Hurricane Charley was forecast to make landfall near downtown Tampa, with potentially devastating effects for the entire region. The danger prompted one of the largest evacuations in state history, but Charley never reached Tampa Bay. After paralleling Florida's southwest coastline, the storm swerved to the east and slammed into Punta Gorda instead.

Landmarks

The Sulphur Springs Water Tower, a landmark in the Sulphur Springs section of the city dates back to the late 1920s. This boom period for Florida also saw the construction of an ornate movie palace, the Tampa Theatre, a Mediterranean revival on Davis Islands, and Bayshore Boulevard, which borders Hillsborough Bay from downtown Tampa to areas in South Tampa. The road has a 6-mile continuous sidewalk on the eastern end, the longest in the world.

The Ybor City District is home to several buildings on the National Register of Historic Places and has been declared a National Historic Landmark. Notable structures include El Centro Español de Tampa, El Centro Asturiano and other social clubs built in the early 1900s.

Babe Zaharias Golf Course in the Forest Hills area of Tampa has been designated a Historical Landmark by the National Register of Historic Places. It was bought in 1949 by the famous 'Babe', who had a residence nearby, and closed upon her death. In 1974, the city of Tampa opened the golf course to the public. *The Story of Tampa*, a public painting by Lynn Ash, is a 4' x 8' oil on Masonite mural that weaves together many of the notable aspects of Tampa's unique character and identity. It was commissioned in 2003 by the city's Public Art Program and can be found in the lobby of the Tampa Municipal Office Building. Park Tower (originally the First Financial Bank of Florida) is the first substantial skyscraper in downtown Tampa. Completed in 1973, it was the tallest skyscraper in Tampa until the completion of One Tampa City Center in 1981. The Rivergate building, a cylindrical building known as the "Beer Can Building", was featured in the movie "The Punisher". Spanning the southern part of Tampa Bay, is the massive steel-span Sunshine Skyway Bridge.



Primary and secondary schools

Public primary and secondary education is operated by Hillsborough County Public Schools, officially known as the School District of Hillsborough County (SDHC). It is ranked the eighth largest school district in the United States.

Arts and Entertainment

Tampa is home to a variety of stage and performing arts venues and theaters, including The David A. Straz Jr. Center for the Performing Arts, Tampa Theatre, Gorilla Theatre, and the MidFlorida Credit Union Amphitheatre next to the Florida State Fairgrounds. Performing arts companies and organizations which call Tampa home include The Florida Orchestra, Opera Tampa, Jobsite Theater, The Master Chorale of Tampa Bay, Stageworks Theatre, Spanish Lyric Theater, and the Tampa Bay Symphony.

Current popular nightlife districts include Channelside, Ybor City, SoHo, International Plaza and Bay Street, and Seminole Hard Rock.



Museums

The Tampa area is home to a number of museums that cover a wide array of subjects and studies. These include the Museum of Science & Industry (MOSI), which has several floors of science-related exhibits, plus the only domed IMAX theater in Florida and a planetarium; the Tampa Museum of Art; the USF Contemporary Art Museum; the Tampa Bay History Center; the Tampa Firefighters Museum; the Henry B. Plant Museum; and Ybor City Museum State Park. Permanently docked in downtown's Channel District is the *SS American Victory*, a former World War II Victory Ship which is now used as a museum ship.

Cuisine

Tampa has a diverse culinary scene from small cafes and bakeries to bistros and farm-to-table restaurants. The food of Tampa has a history of Cuban, Spanish, Floribbean and Italian cuisines. There are also many Colombian cuisine, Puerto Rican cuisine, Vietnamese cuisine and Barbecue restaurants. Seafood is also very popular in Tampa, and Greek cuisine is prominent in the area, including around Tarpon Springs. Food trucks in Tampa, Florida are popular, and the area holds the record for the world's largest food truck rally. In addition to Ybor, the areas of Seminole Heights and South Tampa are known for their restaurants.

Tampa is most famous though for the Cuban sandwich and Deviled crab. Tampa is considered to be where the Cuban sandwich started, though it is disputed by Miami. Historian Andrew Huse states that "the old 'mixtos' coalesced into something more distinct – the Cuban sandwiches we know and love – an original Tampa creation." In April 2012, the "Historic Tampa Cuban Sandwich" was designated as the "signature sandwich of the city of Tampa" by Tampa's city council. Tampa's Cuban sandwiches are different from other regional versions because Genoa salami is usually added to Cubans in the Tampa area, which derived from Italian immigrants living next to Cubans and Spaniards in Ybor City.

Tampa is also where many restaurant chains have either started out or are headquartered, such as Outback Steakhouse, Melting Pot, Front Burner Brands, Carrabba's, Fleming's Prime Steakhouse & Wine Bar, Bonefish Grill, Columbia Restaurant, Checkers and Rally's, Taco Bus, and PDQ.

Tourism and Recreation

The city of Tampa operates over 165 parks and beaches covering 2,286 acres within city limits; 42 more in surrounding suburbs covering 70,000 acres, are maintained by Hillsborough County. These areas include the Hillsborough River State Park, just northeast of the city. Tampa is also home to many attractions and theme parks, including Busch Gardens Tampa Bay, Adventure Island, Lowry Park Zoo, and Florida Aquarium.

Tampa's Lowry Park Zoo features over 2,000 animals, interactive exhibits, rides, educational shows and more. The zoo serves as an economic, cultural, environmental and educational anchor in Tampa.

Busch Gardens Tampa Bay is a 335-acre Africa-themed park located near the University of South Florida. It features many thrilling roller coasters, for which it is known, including Sheikra, Montu, Gwazi and Kumba. Visitors can also view and interact with a number of African wildlife.



Adventure Island is a 30-acre water park adjacent to Busch Gardens. It features many water rides, dining, and other attractions typical to a water park.

The Florida Aquarium is a 250,000-sq. ft. aquarium located in the Channel District of Tampa. It hosts over 20,000 species of aquatic plants and animals. It is known for its unique glass architecture. Adjacent to the Aquarium is the *SS American Victory*, a World War II Victory ship preserved as a museum ship.

Well-known shopping areas include International Plaza and Bay Street, Westshore Plaza, SoHo district, and Hyde Park Village. Palma Ceia is also home to a shopping district, called Palma Ceia Design District.

Sports

The Tampa Bay Area is home to many sports teams and has a substantial history of sporting activity. Most of the region's professional sports franchises use the name "Tampa Bay", which is the name of a body of water, not of any city. This is to emphasize that they represent the wider metropolitan area and not a municipality.

Three teams compete at the major league level. The Tampa Bay Buccaneers play in the National Football League (NFL), Tampa Bay Lightning play in the National Hockey League (NHL), and the Tampa Bay Rays play in Major League Baseball (MLB). Additionally, six MLB teams hold their spring training camps in the area.

A number of minor league franchises play in the region as well, including the Tampa Bay Storm of the Arena Football League, the Tampa Bay Rowdies of the new North American Soccer League, and four minor league baseball teams competing in the Class-A Florida State League.