

# Education Management Systems

## JOB DESCRIPTION

<b>Job Title:</b>	Chief Operations Officer		<b>Dept:</b>	Administration	
<b>Reports To:</b>	President	<b>Work Class:</b>	Executive	<b>FLSA Status:</b>	Exempt

### General Summary:

As a key member of the Executive Management Team, the Chief Operations Officer is responsible for managing all hands-on operational aspects of the company. Assists the President in the aggressive and successful growth of the company. Through a respectful, constructive and energetic style, guided by the objectives of company, the COO provides the leadership, management and vision necessary to ensure that the company has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization and to ensure financial strength and operating efficiency.

This position is to support and carry out the instructional leadership team goals of 100% student retention, 100% CAHSEE pass rates and all charters achieving a 9 or 10 compared to similar schools in a state wide average. This position provides direct instructional support 100% of time.

### Essential Functions include, but are not limited to the following:\*

- Provides leadership in the development for the continuous evaluation of short and long-term strategic objectives.
- Establish and maintain strong relationships with senior executives so as to identify their needs and seek full range of business solutions.
- Provide President with advice on the implications of business activities.
- Provide recommendations to strategically enhance performance and business opportunities.
- Assist with special projects as assigned by President.

### Knowledge, Skills and Abilities Required:

- Provide day-to-day leadership and management to the organization that mirrors the adopted mission and core values of the company.
- Responsible for driving the company to achieve and surpass business goals and objectives.
- Responsible for the measurement and effectiveness of all processes internal and external.
- Provides timely, accurate and complete reports on the operating condition of the company.
- Spearhead the development, communication and implementation of effective growth strategies and processes.
- Collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of our organization.
- Motivate and lead a high performance management team; attract and retain required members of the executive team not currently in place.
- Foster a success-oriented, accountable environment within the company.
- Ability to read and comprehend complex instructions, correspondence, and memos. Ability to write complex correspondence.
- Ability to effectively present information in one-on-one and small group situations to district officials, clients, and other employees of the organization.
- Advanced reasoning ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Work requires professional written and verbal communication and interpersonal skills. Ability to motivate teams to produce quality materials within tight timeframes and simultaneously manage several projects. Ability to participate in and facilitate group meetings.
- Work requires willingness to work a flexible schedule.
- While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Must be able to travel up to 10% of the time.

## JOB DESCRIPTION

### Education and Experience:

- 10+ years in progressively responsible financial leadership roles
- MBA highly desirable.

*\*The specific statements shown in each section of this description are not intended to be all inclusive. They describe the general nature and level of work being performed and/or represent typical elements and criteria considered necessary to successfully perform the job. The Company retains the discretion to add to or change the duties of the position at any time.*



President & COO with more than twenty years of progressive management experience. A visionary leader with success aligning organizational resources and attracting the talent necessary to transform organizations. Exceptional expertise and demonstrated results in operations management, strategic planning, information technology, finance and quality improvement. Areas of expertise include:

- |                                   |                          |                            |
|-----------------------------------|--------------------------|----------------------------|
| ◆ Budgeting and Financial Control | ◆ Strategic Planning     | ◆ New Business Development |
| ◆ Sales and Marketing             | ◆ Performance Management | ◆ People Management        |
| ◆ Information Technology          | ◆ Client Services        | ◆ Leadership               |

## PROFESSIONAL EXPERIENCE

**Education Management Systems and Pathways Management Group** Pasadena, CA  
**Chief Operating Officer**

**June 2014 to Present**

Responsible for the management of the independent study public charter schools.

**DEX CORPORATION** Camarillo, CA  
**President Supply Chain Services**

**2013 to June 2014**

Responsible for profit and loss for Worldwide Operations which included Operations, Engineering, and Quality Assurance to provide reverse logistic supply chain services and repairs to a wide range of clients (including Fortune 500), in the consumer electronics, high tech, Medical, OEMS, and renewable energy sectors.

- Developed Annual Corporate Goals and Budget.
- Maintain profitable operations in Singapore, Netherlands, Ireland, United Kingdom, Belgium Brazil, Singapore and the United States.
- Held Quarterly Business Reviews internally and with Clients to improve our performance and improve our services to our Clients.
- Created a materials planning function which saved the company a million dollars a year in materials.

**ISD CORPORATION** Corona, CA  
**President & COO**

**2012 to April 2013**

Responsible for profit and loss as well as directing all of the sales, finance, human resources, software development and operations for a full service software solutions provider for the California judicial system.

- Developed Annual Corporate Goals and Budget.
- Created monthly Management Team Financial and Operational Key Performance Indicators and reports to track actual performance versus budgeted forecast.
- Created strategic plan projected to increase revenues by more than 10 percent.
- Changed culture of the organization from silos to collaboration.
- Added new products and services to grow the company.
- Implemented Client Account Management to resolve client issues in a timelier manner and increase customer satisfaction.

**PUBLIC COMMUNICATIONS SERVICES, INC., (PCS)** Los Angeles, CA

**1999 to 2011**

**President & Chief Operating Officer**

Managed P&L and annual operating budgets in the millions of dollars and directed all of the operational, sales and marketing activities for a telecommunications and software application enterprise which is now a recognized leader in the law enforcement industry.

- Developed and implemented strategic plans that grew company from \$5 million to over \$85 million in 10 years.
- Implemented a new financial system and budgeting process that: (a) created enhanced daily, monthly and annual reports to better manage cash flow and P&L, and (b) actual versus budget projections which produced accurate financial results consistently by the 15<sup>th</sup> of each month.
- Strengthened the management team by recruiting and securing the right talent to grow the company that resulted in 200% increase in revenues and 50% increase in net profits.
- Created and led cross-functional teams and established quarterly meetings with external partners to collaborate on ways to meet mutual goals, saving \$1 million annually and increased gross profit by 10% in 3 years.
- Created an e-commerce website that provided a new payment channel and added \$6 million annually to top line.
- Created and implemented:
  - An employee retention program which achieved the goal of having less than 10% of unwanted turnover.
  - A one-on-one coaching for managers and expanded the 30/60/90 day new hire employee orientation program.
  - A Key Performance Indicator (KPI) Program that increased productivity and effectiveness 20% and achieved 85% of the management objectives.
- Spearheaded two multi-million dollar acquisitions that increased assets by 25%.
- Increased gross revenues by 200% by strategically revamping sales team strategy and system.
- Established and oversaw the creation of a \$5 Million IT back office project to allow the company to grow by 400%.
- Achieved customer satisfaction and employee satisfaction rating of 5.0 out of 6.0, resulting in less employee turnover and greater client retention.
- Created a customer service department to retain existing customers and increase customer satisfaction, resulting in more than a 90% retention rate of clients.
- Created a company culture tying corporate vision, values, culture, and strategic planning process together. Removed silos and encouraged cross functional collaboration and joint successes.

**NORTH COMMUNICATIONS, INC., Marina Del Rey, CA****1998 to 1999****Vice President Operations**

Oversaw the day-to-day operations involved in developing a proprietary kiosk banking software application for the financial industry. Developed custom Internet-based software applications for government, retail, financial, and entertainment industries.

- Directed production team of 50 (project managers, producers, authors, software engineers, graphic artists) developing interactive multimedia applications for kiosks.

**CYBEROPTIONS, INC., Westlake Village, CA****1996 to 1998****Chief Operating Officer**

Orchestrated all business activities of this system integration and product development startup firm. Managed revenue and expenses of organization as well as the allocation of 45 consultants and software engineers. Directed product research and development, and product support activities.

- Created an integrated telemedicine product with live video conferencing for consultations between doctors and specialists.
- Developed an Internet-based (ASP model) software platform for the healthcare industry.

**EXXON COMPANY, U.S.A., Thousand Oaks, CA****1979 to 1996****Staff Engineer/Project Manager**

Began career in the various engineering groups and progressed to the management and technical ranks to Project Management involving offshore oil and gas exploration and development in the Gulf of Mexico and California.

- Successfully managed and delivered multi-million dollar engineering projects on time and within budget. Worked directly with consultants, prepared schedules and budgets, set milestones, negotiated contracts, created management presentations and performed onsite technical training.
- Saved \$25 million on the purchase of a new offshore oil rig as a result of expert coordination of a team of office and field personnel on a \$3 million offshore engineering project.

#### **NONPROFIT BOARDS AND AFFILIATIONS (Current and Past)**

- Los Angeles Area Council, Boy Scouts of America - Board Member
- Vistage International
- California Lutheran University School of Management Advisory Council
- Association for Strategic Planning
- National Association of Corporate Directors
- Forum for Corporate Directors, Orange County
- Judge in the UCLA Global Access MBA Program
- Member, Tech Coast Angels, investors in startup companies throughout the United States
- Mentor, USC Viterbi Engineering Maseeh Entrepreneurship Prize Competition

#### **EDUCATION**

Certified Director, Director Education and Certification Program. University of California Los Angeles, Los Angeles, CA  
MBA, Information Technology Management. California Lutheran University, Thousand Oaks, CA  
Bachelor of Science, Mechanical Engineering. Georgia Institute of Technology, Atlanta, GA