

Job Description

Radiant Futures is an equal opportunity employer

Job Title	Chief Administrative Officer	
Reports to	Chief Executive Officer	
FLSA, Pay	Exempt: Full-Time	Rate: \$120,000-\$140,000

Agency Overview

Originally founded as Women's Transitional Living Center (WTLC) in 1976, Radiant Futures is the oldest domestic violence program in Orange County and the third oldest in the nation. Originally established as an emergency shelter, Radiant Futures has since evolved into a multiservice organization dedicated to ending the cycle of violence through a trauma-informed, survivor-driven approach. Today, we are equipped to respond to the nuanced needs of survivors of both domestic violence and human trafficking, and we continue our tradition of evolving to meet their needs through the constant pursuit of innovative programs and evidence-based best practices.

Our programs fall under three major categories: Bridge Housing, Supportive Services, and Community Education and Advocacy. Through our three-fold approach, Radiant Futures strives to meet the needs of survivors of any gender, their children, and survivors often not served by other programs. Uniquely tailored to the needs of survivors and their families, our programs are rooted in the understanding that there is no one-size-fits-all approach to safety, recovery, and self-sufficiency.

Position Summary

The Chief Administration Officer (CAO) is a key member of the Senior Leadership Team (SLT) responsible for overseeing and optimizing the organization's internal operations and administrative functions. This role provides strategic direction and hands-on leadership across a range of areas including human resources, finance, compliance, risk management, facilities, and administrative services. This position supervises the Administration Team.

The CAO ensures operational excellence and alignment with the organization's mission, values, and strategic goals. The ideal candidate is a systems thinker with strong leadership, organizational, and communication skills who can drive efficiency, promote a positive work culture, and support long-term sustainability.

The CAO works closely with the CEO and other senior leaders to support cross-functional coordination and decision-making, and plays a critical role in strengthening infrastructure, managing change, and enabling the organization to deliver high-quality programs and services to the community.

Responsibilities

1. Administration and Internal Operations

- a. *Manage internal infrastructure (non-programmatic).* Oversee and ensure the effectiveness of the organization's internal operational infrastructure that supports the overall mission but is not directly related to program delivery. This includes streamlining workflows, improving administrative processes, and identifying system gaps that hinder efficiency.
- b. *Oversee internal policy and procedures and systems.* Lead the review, development, and implementation of internal policies and standard operating procedures to ensure compliance, consistency, and efficiency across all departments. Regularly assess internal systems for improvement opportunities and alignment with organizational goals.

2. Finance and Accounting

- a. *Partner with outsourced CFO:* Collaborate closely with the outsourced Chief Financial Officer to support the organization's strategic financial planning, forecasting, and decision-making. Ensure that the CFO has timely access to accurate financial data and operational insights.
- b. *Supervise AP and invoice processing:* Provide direct supervision to the team, ensuring that accounts payable, receivables, payroll, and invoicing processes are completed accurately and in a timely manner. Address and resolve discrepancies, maintain strong internal controls, and promote accountability.
- c. *Review monthly financials with CEO and CFO:* Lead the monthly review process of the organization's financial statements with the CEO and CFO to assess financial health, track budget performance, and make informed strategic decisions.
- d. *Attend monthly financial committee meetings:* Represent internal operations in regular finance committee meetings, present updates, respond to inquiries, and offer financial insights and recommendations to leadership and board members.
- e. *Provide recommendations on finances and operational decisions:* Analyze financial trends and operational data to advise the leadership team on key budgetary and resource allocation decisions. Contribute to planning discussions by highlighting risks, opportunities, and long-term sustainability considerations.
- f. *Drive the development of agency and Program budgets:* Lead the annual budgeting process in collaboration with department heads, ensuring that both agency-wide and program-specific budgets are strategic, realistic, and aligned with funding requirements and organizational priorities.
- g. *Analyze P&L and balance sheet:* Regularly review and interpret profit and loss statements and balance sheets to evaluate financial performance, identify variances, and provide actionable insights to improve financial outcomes.
- h. *Schedule and prepare on-site program and financial audits, including the annual agency financial audit and A-133 audit:* Coordinate and oversee the preparation of documentation and logistics for all financial audits, including the organization's annual independent financial audit and the A-133 audit, ensuring full compliance with regulatory and grantor requirements.

- i. *Ensure best practices are current and followed:* Stay informed of financial management standards and nonprofit accounting best practices. Implement and monitor internal controls, processes, and training to ensure compliance and operational excellence.

3. Contracts and Compliance

- a. *Manage government and private contracts (non-foundation grants) performance, reporting and compliance:* Oversee the lifecycle of government and private contracts (excluding foundation grants), ensuring performance metrics are met, deadlines are tracked, reports are submitted accurately, and compliance with all funder requirements is maintained.
- b. *Ensure program standards align with GAAP, Code of Federal Regulations, and State and Local Government compliance regulations:* Ensure that all program and operational standards meet the guidelines set forth by Generally Accepted Accounting Principles (GAAP), the Code of Federal Regulations (CFR), and relevant state and local compliance standards. Proactively monitor regulatory changes and adjust practices as necessary.
- c. *Oversee business development including additional gov contracts and other income opportunities:* Identify, pursue, and secure new government contract opportunities and alternative revenue streams to support the organization's financial sustainability. Collaborate with program and finance teams to assess feasibility and capacity for new funding sources.
- d. *Maintain current government contracts including renewal and new submissions:* Ensure that all active government contracts remain in good standing by managing timelines, deliverables, and compliance requirements. Lead the renewal process by preparing and submitting required documentation, coordinating with internal teams to gather necessary data, and communicating with funders to clarify expectations. Proactively identify upcoming funding opportunities, prepare and submit new contract applications, and ensure that all proposals meet the requirements of the issuing agencies. Maintain detailed records of all submissions, correspondence, and contract terms to support reporting and audit readiness.

4. Human Resources

- a. *Oversee HR functions including on and off boarding employees, performance evaluations and cultural development:* Manage and enhance the organization's human resources functions to support a healthy and productive workplace. This includes facilitating a comprehensive and welcoming onboarding process for new employees, ensuring all required documentation, orientation, and introductions are completed. Oversee respectful and compliant offboarding procedures, including exit interviews and knowledge transfer. Coordinate performance evaluation cycles, providing managers with tools and timelines to conduct constructive, consistent, and equitable reviews. Lead efforts to foster an inclusive and engaging workplace culture by implementing staff recognition, wellness initiatives, and professional development strategies that reflect Radiant Futures' core values.
- b. *Stay updated on labor law and requirements:* Regularly research, monitor, and interpret changes in employment law at the federal, state, and local levels to ensure

organizational compliance. Advise leadership and HR stakeholders on policy adjustments and best practices. Update the employee handbook and HR procedures as needed, and ensure HR practices such as leaves, accommodations, discipline, and payroll align with current legal standards.

5. General Administration

- a. *Supervise Administration Team:* Provide leadership, support, and guidance to staff, ensuring their work aligns with organizational goals and regulatory standards.
- b. *Support strategic planning efforts with leadership team, management, and staff, to ensure that priorities are in alignment with Radiant Futures' long-term goals, mission, vision and core values:* Actively participate in organization-wide strategic planning sessions and cross-functional collaborations to align annual objectives, department goals, and initiatives with Radiant Futures' mission and long-term vision. Help facilitate inclusive planning processes by gathering staff input, evaluating operational feasibility, and tracking implementation progress, ensuring that plans are both aspirational and actionable.
- c. *Oversee recordkeeping including banking, general communications:* Maintain oversight of the organization's key administrative and financial records, ensuring they are accurate, up to date, and stored securely. This includes supporting banking documentation, vendor records, and organization-wide communications (e.g., notices, internal updates), while ensuring adherence to documentation policies and legal standards.
- d. *Manage insurance policies and renewals:* Serve as the point of contact for all agency insurance matters, including general liability, workers' compensation, D&O, and auto policies. Coordinate policy renewals, review coverage options, and respond to COI requests from partners, funders, and vendors to ensure continuous and appropriate coverage for all organizational activities.
- e. *Manage special projects:* Lead or support complex, multi-departmental initiatives that advance organizational priorities, improve efficiency, or resolve operational challenges. These may include developing new internal systems, coordinating change management efforts, or piloting new collaborative approaches to agency-wide needs.
- f. *Maintain systems:* Oversee the maintenance and effective use of key internal systems and tools used for project management, performance tracking, and communication. Ensure platforms like Monday.com, the Annual Work Plan and the Key Performance Indicator slide deck are kept current, used consistently by staff, and aligned with organizational reporting and accountability needs. Provide training and support to staff as needed to enhance system engagement and utility.

Qualifications

- Bachelor's degree in social services, business, or related field
- Experience with monitoring agency financials or accounting knowledge
- Must have minimum 2 years of government grant-writing experience, from design to completion

- Direct supervisory experience of paid employees and/or volunteers
- Must be extremely well-versed in Microsoft Office platforms, including Word, Excel, Power Point, Outlook, and Publisher
- Possess strong time management skills, including deadline prioritization of multiple projects with real-time timelines for assignments
- Skills in needs assessment, project planning, implementation, and evaluation
- Strong reading, writing & public speaking skills
- Can be trusted to handle confidential and sensitive information
- 40-Hour Domestic Violence Training Certified, can be completed once hired
- Has not been a participant of Radiant Futures services for at least three (3) years
- Possession of a current and valid California driver's license, a car, liability insurance which meets California State minimum requirements and an acceptable driving record
- Successful completion of a pre-employment background check

Compensation & Benefits

- This is a full-time, exempt position, with a salary range of \$120,000-\$140,000 annually. Compensation will be commensurate with experience.
- We provide 2 weeks PTO to start which increases over time (3 weeks after 2 years, 4 weeks after 5 years, 5 weeks after 10 years); 2 wellness paid days, 1 civic engagement paid day and 11 paid holidays.
- Alternate work schedule (4 days/ 10 hours) option available.
- Generous benefits include 100% covered in Radiant Futures' sponsored health, dental, vision, and AD&D insurance with Employee Assistance Program; and 403(b) retirement plan with up to 4% match after 1 year.

Our Commitment to Diversity and Inclusion

At Radiant Futures, we believe outstanding people are the key to our success. We value a diverse and inclusive workplace, and strongly encourage people of color, LGBTQIA+ individuals, gender non-conforming individuals, and formerly incarcerated people to apply.

As an equal opportunity employer, we recruit and hire with the understanding of systemic oppression and lived reality of people with marginalized identities. We also recruit and hire without regard to race, national origin, religion, gender, gender identity, sexual orientation, disability, marital status, veteran status, or age.

Working Conditions and Physical Requirements

Alternate work schedule (4/10) or regular (5/8) schedule, flexible to work evenings and weekends, as needed. Regularly required to sit and use hands and fingers; intact vision abilities required. Occasionally required to lift and/or move heavy objects.

To be considered for this position, please email a cover letter and resume to careers@radiantfutures.org with "Chief Administrative Officer" in the subject line. No phone calls please.

For more information on Radiant Futures, please visit our website at www.radiantfutures.org. 5