



Job Description November 2020

Job Title: Chief Operating Officer (COO)
Reports To: Denise Anderson, President and CEO
Work Schedule: Normal (Remote)

About H-ISAC:

The Health Information Sharing & Analysis Center (H-ISAC) is a trusted community of critical infrastructure owners and operators within the Health Care and Public Health sector. The community is focused on sharing timely, actionable, and relevant information including threat intelligence, incidents, and vulnerabilities that can include indicators of compromise (IOCs), tactics, techniques and procedures (TTPs) of threat actors, best practices, mitigation strategies, and other valuable material. H-ISAC fosters the building of relationships and networking through a number of conferences, workshops, and educational events to facilitate trust.

About the Role:

H-ISAC is looking for an experienced **Chief Operating Officer (COO)** to oversee our organization's ongoing operations and procedures. The COO will be part of the executive leadership team, reporting to the President and CEO and responsible for the efficiency of the business to drive extensive and sustainable growth.

The COO position will help position the organization to be successful by determining, implementing, and measuring KPIs, overseeing strategic and tactical plans, and leading the staff in these efforts. The COO will interface with the Board of Directors and should be an experienced and effective communicator and leader.

Essential Duties and Responsibilities:

- Designing and implementing efficient and effective business operations
- Establishing policies that promote company culture and vision
- Responsible for business operations of the organization and governs (or directs) the leadership teams over departments such as Sales, IT/IT Security, Events, Member Services, Finance and HR.
- Designing and implementing business strategies, plans and procedures
- Setting comprehensive goals for performance and growth
- Leading employees to encourage maximum performance and dedication
- Evaluating performance by analyzing and interpreting data and metrics
- Driving sales performance and other revenue generating efforts
- Writing and submitting reports to the President in all matters of importance
- Serving as key advisor to the President and CEO and on the Executive Leadership team
- Participating in expansion activities (investments, acquisitions, corporate alliances, global, etc.)
- Managing relationships with board members, help prepare board agendas, reports and presentations
- Assisting in facilitating the successful resolution of ad-hoc issues and organizational challenges on behalf of the President and CEO

Skill Requirements:

- Proven experience as Chief Operating Office or relevant role
- Understanding of business functions such as HR, Finance, Sales Marketing, Member Services, etc.
- Demonstrable competency in strategic planning and business development
- Experience with Boards of Directors
- Strong leader and team player

- Ability to directly and effectively mediate conflict
- Working knowledge of data analysis and performance/operation metrics
- Working knowledge of IT/IT Security and Business infrastructure
- Ability to lead and drive a sales team
- Outstanding organizational and leadership abilities
- Excellent interpersonal and public speaking skills
- Excellent written and verbal skills
- Aptitude in effective prioritization, decision-making, and problem-solving
- Ability to work autonomously and effectively in a remote work environment

Experience and Education Requirements:

- BS/BA in Business Administration or relevant field; MS/MBA is a plus
- Minimum of 10 years in an executive leadership role overseeing multiple departments
- Minimum of 10 years working knowledge in IT/IT Security and Business Infrastructure
- 5+ years of working knowledge in the Healthcare industry
- Knowledge and experience with ISACs a plus