Goodwill Industries of Greater New York and Northern New Jersey, Inc.
Job Description & Physical Demand Analysis

Position Title: SVP of Risk Management  
Department: Compliance

Reports To (Title):  
Chief Financial Officer with dotted lines to CEO and Board

Position Type: FLSA - Exempt

Supervising Staff:  ☒ Yes  ☐ No

General Purpose: In a few brief sentences summarize the primary duties and responsibilities.

The Senior Vice President of Risk Management will oversee the organization’s risk management and insurance program, assessing and identifying risks that could impede the reputation, safety, security, or financial success of the organization. The SVP will oversee Goodwill’s Asset Protection, Health and Safety and Compliance teams while partnering with Goodwill’s senior leaders to enhance risk management practices.

Essential Functions: Describe the duties that define the core responsibilities of the job.

Leadership
- Identify opportunities to further Goodwill’s mission and help staff to see the connection between Goodwill’s mission, departmental objectives and individual roles.
- Promote a collaborative and supportive culture of excellence that aligns with Goodwill’s values and enables achievement of organizational objectives.
- Partner with executive and senior leadership to formulate strategies, interpret regulations and promulgate policy.
- Help staff to understand how safety and risk management contribute to Goodwill’s success and enable a positive work experience; assist staff to incorporate safety and risk management principles into their everyday work.

Departmental Management
- Oversee the Asset Protection, Compliance and Health and Safety, setting strategic direction with clear objectives and performance metrics that align with Goodwill’s strategic plan.
- Organize Asset Protection, Compliance and Health and Safety Teams to accomplish their objectives effectively and efficiently.
- Systematize approach to ongoing operations grounded in best practices and ensure robust project management for initiatives.
- Foster a strong sense of internal customer service and collaborative problem solving.
- Provide direct reports with clear job descriptions, performance goals and development plans.
- Coach staff to develop a deep bench that will promote resiliency.
- Develop departmental budgets working with finance to identify critical priorities and maintain tight control over spending while meeting the organization’s business needs.
- Propose and monitor benefit-cost or ROI for risk management initiatives.
- Manage the implementation, maintenance and modification of dashboards (both new and existing).

Risk Management
- Direct risk management efforts which include convening the Risk Management Committee, maintaining Goodwill’s risk management plan and facilitating departmental efforts to identify and manage risks.
- Track risk incidents and evolve policies, procedures and practices to better control risks.
- Lead effort to improve business continuity and disaster recovery plans.
- Oversee library of Goodwill policies and procedures ensuring that policy owners review and update policies, deliver reminder messaging and execute refresher training.
- Work with departmental leaders to ensure adherence to policies and procedures through appropriate controls, management models and quality assurance reviews.
- Works with SVP of Finance, CFO and Goodwill’s insurance brokers/carriers to evolve Goodwill’s insurance program to improve the cost-efficiency of Goodwill’s risk transfer strategy.
- Lead Goodwill’s evolution towards Enterprise Risk Management.
- Contribute to review of Goodwill’s corporate structure and potential structural changes to compartmentalize and mitigate risks.

Legal Affairs
- Coordinate contract reviews to determine which can be reviewed in-house, which should be reviewed by external counsel and which external counsel is most appropriate.
- Oversee engagements with external counsel to ensure efficient engagements that produce high quality deliverables; assist other Goodwill staff to manage legal counsel.
- Identify opportunities to consolidate or re-organize outside counsel relationships to improve quality and/or lower cost.
- Establish standard terms and conditions and insurance requirements for leases and common classes of contracts to establish appropriate risk allocation between counterparties.
- Direct existing contract review to ensure they have necessary terms and attachments.
- Establish and maintain standard professional services contract.

Governance
- Maintain repository for governance documents, facilitate periodic review and updates necessary to evolve documents so they remain current.
- Work with Executive Project Manager to maintain a board member guide that identifies board member responsibilities.
- Monitor Goodwill’s compliance with regulatory requirements including nonprofit law, tax law, and relevant regulations.

Additional duties as assigned.

Scope of Responsibility & Positions Supervised: Where applicable describes level of authority, decision making discretion, consequences of actions, supervisory and fiscal responsibility. Provide metrics where possible. Level of supervision received.

This role has latitude for independent decision-making within the Asset Protection, Health and Safety, Compliance and Risk Management domains. The SVP will be responsible for creating and managing to budgets for these areas, will have three direct reports and a full team of 5-7 staff.
Benchmarks: Describe the minimum benchmarks.

Operating benchmarks to be determined. Initial benchmarks include:
- Establish priorities and management model for current departmental functions in first 30 days
- Present initial assessment of departments and risk management efforts at 60 days
- Present objectives for each department and risk management at 75 days
- Present overall plan for Health and Safety, Asset Protection and Compliance at 90 days

Qualifications: Describe the minimum educational and experience requirements/preferences.

The following qualifications are required:
- Bachelor’s degree
- Comprehensive knowledge of Risk Management methodologies, Asset Protection, Health and Safety, Compliance and insurance management; risk management certification preferred.
- Demonstrated experience in a senior Risk Management role with responsibility for overseeing staff, budgets, vendors, and processes.
- Demonstrated project management experience.
- Ability to take initiative, think critically and strategically, and collaborate with others to drive change.
- Dynamic, fast learner who is highly organized, analytical and detail oriented.
- Excellent oral and written communication skills.
- Commitment to the mission and goals of Goodwill NYNJ

Skills Required: Describe the minimum skills required or preferred

- **Innovation & Critical Thinking:** The ability to innovative to serve the business needs; strategize with key stakeholders in an open-minded way; and analyze and implement an idea or concept, taking into account all multi-disciplined facets of the organization
- **Adaptability/Flexibility:** Demonstrating flexibility as business needs change
- **Initiative:** The ability and willingness to recognize assignments or tasks that need to be completed, to seek out additional assignments or tasks, and to help others
- **Interpersonal Skills:** The ability to communicate information clearly and concisely with key stakeholders, project leadership and subject matter experts; the ability to gain trust and establish effective relationships with diverse stakeholders, IT leadership and vendor counterparts
- **Learning:** The ability and willingness to learn and keep current regarding emerging technology
- **Listening:** Listening actively and attentively to ensure that the intended message has been accurately received, to ensure accuracy, and to understand business needs and opportunities
- **Solution-Driven:** Seeking, logically examining, and interpreting information from different sources to determine a problem’s root cause and developing a course of action to resolve the problem and to prevent its recurrence
- **Resilience:** The ability to persevere in difficult situations, overcome obstacles, and reach high levels of performance when faced with stressful work situations and time pressures
- **Teamwork:** The ability to forge strong and effective partnerships with colleagues, especially with peers, to destroy silos and consistently achieve business goals and objectives as efficiently as possible

Special Working Conditions: Describe unusual working conditions or environmental factors.

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