

Job Description

Job Title: **Executive Director**
Classification: Exempt

Reports To: Board of Directors
Updated: 2012

GENERAL PURPOSE OF THE JOB

Responsible for the overall leadership and management of day-to-day operations of the agency, development of financial and human resources, and implementation of programs and services. Reports to a volunteer Board of Directors, manages a professional staff, interacts with a large group of volunteers and clients, and collaborates with community and governmental agencies to fulfill the mission of the Coalition.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The mission of the North/Eastside Senior Coalition is to enhance the quality of life for all senior adults by providing programs, advocacy, and resources to assist them to remain independent, active, and influential in Madison's North and Eastside community. The Coalition is one of Dane County's premier senior centers; maintains state accreditation by the Wisconsin Association of Senior Centers and national accreditation by the National Institute of Senior Centers; and currently has a \$550,000+ budget, and 17 staff. The Executive Director provides visionary leadership to build upon and expand the success and impact of the agency through excellent performance of the following (but not limited to):

Program Delivery

- Ensures appropriate programs and services are developed and implemented, in accordance with the mission of the agency.
- Oversees all programs, services, and activities and ensures that all program objectives are met.
- Oversees marketing, promotion, and quality of programs, services, and activities.
- Assures federal, state, county, and city regulation compliance and contract management.

Financial Management

- Works with staff, Finance Committee, and the Board to prepare an annual budget; ensures the organization operates within budget guidelines.
- Develops and maintains sound financial practices.
- Ensures reports required by funding agencies are accurate, complete, and timely.

Fundraising

- Develops financial resources to meet the agency needs through public funding, donations, grants, and events.
- Oversees fundraising planning and implementation, including researching funding sources, submitting proposals, and administering satisfactory fundraising records and documentation.
- Seeks new funding sources and opportunities that allow the agency to expand programs and services.

Human Resource Management

- Interviews, hires, trains, supervises, evaluates, and terminates staff in accordance with the agency's policies, as well as state and federal laws.
- Maintain a climate which attracts, retains, and motivates a diverse staff.
- Ensures satisfactory volunteer recruitment and training.
- Addresses complaints and resolves problems.

Board Support

- Ensures the Board is kept fully informed in a timely manner on the condition of the organization and all important factors influencing it.
- Provides staff support to Board and Board committees.
- Ensures resources are available for Board training, recruitment, and ongoing development.

Community/Public Relations

- Ensures the agency has a visible and effective public image, including responding to media requests and interviews and engaging in social media and social networking.
- Maintains a productive relationship with other agencies and programs in the Warner Park Community Recreation Center.
- Establishes and maintains contact with local government, other nonprofit agencies, and the business sector to further the agency's public image and reputation.

SUPERVISORY RESPONSIBILITIES

Directly: Office Manager, Programs Director, and Lead Case Manager

Indirectly: All staff and volunteers

REQUIRED QUALIFICATIONS

The successful candidate must possess the following qualifications:

- Passion for NESCO's mission.
- Successful Executive Director (or similar senior management position) experience AND/OR successful experience in a management-level position in a non-profit organization serving a diverse, senior adult population.
- Bachelor's degree in public administration, social services, management, or other related field.
- Successful financial management experience; and successful fund development, fundraising, and grant writing and administration experience.
- Computer skills using Microsoft Office software, such as Word, Publisher, PowerPoint, and Excel.
- Knowledge of financial and database software.
- Excellent written and verbal communication skills, including proven ability to: interact with others regardless of gender, class, ethnicity, age, or disability; develop and maintain effective relations with staff and Board members, government officials, service providers, area non-profit directors and business personnel, and the media; respond effectively to the most sensitive inquiries or complaints; write effective speeches and articles; and make effective and persuasive speeches and presentations—including those on controversial or complex topics—to public groups, staff, and/or Board of Directors.
- Proven ability to: appropriately define problems, collect data, establish facts, and draw valid conclusions; and read, analyze, and interpret the most complex documents.
- Willingness to help as needed with Coalition event set-up and take-down, including ability to lift and/or shift weight such as tables and chairs, etc., as necessary.
- Valid Wisconsin Driver's License and acceptable driving record.

PREFERRED QUALIFICATIONS

The ideal candidate will also possess these additional qualifications:

- Previous successful non-profit Executive Director (or similar level position) experience, ideally for an organization addressing the needs of a diverse senior adult population, including successful program delivery, financial management, fundraising, human resources management, board support, and community/public relations.
 - Strong, current relationships with key community stakeholders beneficial to NESCO's mission, including government officials, service providers, area non-profit directors and business personnel, and the media.
 - Familiarity with the Wisconsin and Dane County senior adult services network.
 - Familiarity with social media and social networking (Facebook, blogging, etc.), for use in communicating and publicizing agency programs.
 - Masters degree or completed masters-level coursework, and/or equivalent certification in public administration, social services, management, or other related field.
 - Successful experience with a variety of fundraising techniques, including gifts solicitation, planned giving, annual campaigns, special events, grant proposals, and marshalling the resources of a non-profit Board of Directors.
 - Knowledge of Word, Publisher, PowerPoint, and Excel Microsoft software, QuickBooks financial software, Sage database software, and Adobe publishing software.
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