



## Ozark Action, Inc.

<b>Job title</b>	<i>Executive Director</i>	<b>Job Range</b>	<i>N/A</i>
<b>Reports to</b>	<i>Board President/Board of Directors</i>	<i>Exempt</i>	

### **Job purpose**

Provides for the delivery of accountable, effective services to Ozark Action, Inc. customers by organizing staff and agency resources. Helps to build capacity, community collaboration strategies, and provides management systems that are focused on results, while conveying a positive outlook and attitude as you represent the agency, the Ozark Action, Inc. Board of Directors and its related Boards and Councils.

### **Duties and responsibilities**

#### **Attains OAI program operations strategy results (37)**

- Provide direction and leadership for agency.
- Communicate objectives and priorities to Program Directors;
- Ensure Director accountability for their respective Departments;
- Focus management efforts towards outcomes;
- Integrate agency-wide efforts; promote teamwork among work groups; provide resources; monitor and evaluate results; work in collaboration with other agencies to provide services to mutual customers; and promote quality and excellence.

#### **Achieves component agency objectives (27)**

- Establish agency goals and objectives to meet customer service needs.
- Establish agency direction based on the need's assessment, the Strategic Plan and Board of Directors input and approval.
- Research opportunities to meet community needs
- Assist in securing resources that address community identified needs and the strategic objectives of the agency.
- Foster agency wide service delivery.
- Using professional expertise to identify issues, provide information and commentary to Board, and recommend courses of action.
- Implement policies and, if necessary, assist in recruitment of Board candidates.

#### **Garners community support for OAI strategic objectives (10)**

- Active representation of the agency throughout the service area.
- Involvement in collaborative efforts affecting OAI strategic objectives.
- Foster positive relationships and cooperation with funding sources, governmental officials and collaborating agencies.
- Promote community awareness and understanding of OAI programs.

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**Guides OAI agency-wide human resource capacity and results functions (8)**

- Review, recommend and implement Board policy for the hiring, coaching, counseling, disciplining, developing, job results appraisal, and termination (when necessary) of personnel;
- Foster educational, experiential and promotional growth opportunities;
- Foster positive employee morale.

**Protects OAI financial and physical resources and stability/accountability (7)**

- Review annual budgets.
- Review internal controls to control expenses.
- Enforce internal financial controls and audit practices.
- Ensure compliance with legal, funding source and other applicable requirements.
- Develop new and diverse sources of funding.
- Ensure maintenance physical facilities and equipment.

**Maintains and shares professional expertise and knowledge (7)**

- Remain actively involved in professional associations;
- Stay current and reviews legislation, laws, regulations and relevant publications related to Community Action and customer service delivery.
- Establish professional and personal networks.
- Participate in local, state, and federal activities and issues that impact OAI's Mission and strategic objectives.

**Completes other duties as assigned (4)**

- Complete any other duties assigned or necessary within the department and/or agency.
- Complete projects following guidelines and input from Board.

**Qualifications**

**JOB QUALIFICATIONS AND JOB EVALUATION DOCUMENTATION**

- Knowledge:** Knowledge of management principles and methods that include project development and implementation, financial and human resource management and governance of not-for-profit organizations usually demonstrated by:
- Education:** Bachelor's Degree in management, administration or related field preferred, coupled with evidence of recent continuing or advanced management education
- Experience:** Minimum of five (5) years' experience directing a complex and diverse work unit with \$1 million or greater operating budget and at least ten personnel.

**Skills and Abilities:** Leadership, problem-solving, collaboration, team-building, and public relations skills; ability in all management functions, strategic and program planning, program and budget development, grantsmanship; delegation and supervisory skills; evaluating operations for compliance, quality and results. Should be able to administer all functions of and organization including funding source and Board-defined policy parameter and to demonstrate outcome achievements in a complex, diverse work unit, and to manage multiple projects and tasks simultaneously.

**Information Processing:** Primary spokesperson in anticipating and preparing information and answering funding source, legislative, media, community, citizen, Board and staff questions and concerns.

**Interpersonal Communication:** Communicate effectively orally and in writing; speak effectively in public; represent OAI positively to customers and the public; exercise facilitative, collaborative and problem-solving skills among legislative, funding source, policy Board, peers and subordinates.

**Confidentiality:** All personnel and client/recipient information, within confines of information release agreements.

**Exposure Demands:** None.

**Employee Responsibilities:** Must be able to represent agency effectively at multiple in-area and out-of-area work locations, requiring independent means of transportation as and when needed by position.

**Decision-Making:** Responsible for all day-to-day decisions under policy parameters of governing Board(s). Use appropriate managerial balance in exercising authority, negotiating, compromising, involving work teams in decisions and making decisions in timely manner.

**Scope of Financial Responsibility:** Ultimately responsible for all OAI assets, including approximately \$13 million annual budget, property valued at approximately \$3 million and OAMHDC housing loans/equity valued at some \$4.5 million.

**Human Resource Responsibility:** Approximately 150 employees. Approves all hiring, lay-offs, terminations and changes in classification and rate of pay. Directly supervises program directors and key management staff.

**Impact of Results:** Responsible to meet funding source performance results, operate all OAI functions in compliance with legal and funding source requirements, and maintain and strengthen OAI services. Inadequate performance, error or wrong-doing can result in deteriorating

community reputation, funding source and other customer confidence, and loss of programs.

**Describe controls:** Stringent internal controls protect financial and property assets, with Executive Director ultimately responsible. Internal administrative monitoring is required within each program to strengthen accountability and proper program implementation to eligible customers, with Executive Director ultimately responsible. Most funding sources monitor programs annually and Board contracts for independent certified public accountant audit annually, both aimed to identify problems of financial, administrative or program compliance on a timely basis.

**Staff Oversight**

**Personnel Responsibility:** 150-200 agency wide staff.

**Supervises:** 5 to 8 Program Directors: Housing, Corporate Services, Finance, Head Start, Community Services/LIHEAP

Proof of valid driver’s license attached: Yes\_\_\_\_ No\_\_\_\_

Proof of current, valid insurance attached: Yes\_\_\_\_ No\_\_\_\_

I accept the essential job results as outlined in this position description, and further, I understand that acceptance of these responsibilities does not represent a contract for employment. I agree to conduct the responsibilities of this position within Ozark Action, Inc. personnel policies and the Community Action Code of Ethics for Professionals. “I hereby give Ozark Action, Inc. permission to interview, videotape, or photograph me with the purpose of using said words or images in the media, in agency publications such as newsletters, brochures, and advertisements, or other printed or broadcast material.”

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Signature of Employee

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Date

<b>Signature &amp; date last reviewed by Board:</b>	7/2019	<b>Board President Signature &amp; Date approved:</b>	7/2019
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Reviewed 5/16/2016; 5/23/2017;3/26/2019;7/31/2019