

**Job Title:** Executive Director  
**Program:** Administration  
**Reports To:** Board of Directors  
**Fair Labor Standards Act (FLSA):** Exempt

**POSITION SUMMARY:**

- Lead the development of Community Action Agency of Southeast Iowa in the four county service area: Des Moines, Henry, Lee and Louisa counties
- Exemplify a passion for the vision, mission and work of Community Action of Southeast Iowa
- Manage daily activities of the organization resulting in an increase in the well-being of low-income and at-risk individuals and families living in the four county service area
- Formulate, coordinate, and implement all programs, funded and unfunded
- Oversee contract compliance
- Spearhead staff development and supervision
- Mobilize resources
- Develop and maintain a network of collaborative community partnerships
- Work directly with the Board of Directors and facilitate Board processes

**JOB DUTIES:**

The Community Action of Southeast Iowa Board of Directors delegates broad authority to the Executive Director for the efficient operation of the Agency. The Executive Director accepts this authority and assumes responsibility for the total operation of the Agency. Examples of essential job duties under the responsibilities include but are not limited to:

**RESPONSIBILITIES:**

**I. LEADERSHIP:**

- A. Develop and direct a service delivery system in accordance with funding source expectations
- B. Provide timely information to the Board of Directors on strategic plan in order to meet the needs of the community, utilizing information derived from agency needs assessments
- C. Serve on local, state and/or national advisory boards and councils as required or requested
- D. Attend all meetings of the Board of Directors and provide regular progress reports, either written or oral, regarding the activities of the Agency
- E. Maintain open communication with the Board of Directors
- F. Accountable for the overall management of the Agency, including the facilities, equipment, financial resources and human resources

**II. STRATEGIC PLANNING:**

- A. Facilitate the strategic planning process and ensure the development of a comprehensive strategic plan with measurable goals and outcomes
- B. Regularly monitor and report progress achieved on strategic plan goals and outcomes to the Board of Directors

**III. CUSTOMER SERVICE:**

- A. Promote collaboration and partnerships with other organizations and agencies to maximize service delivery
- B. Visit service sites on an appropriate basis
- C. Develop and monitor systems to assure high quality customer service is implemented throughout the organization
- D. Ensure the Agency develops and maintains a strong, positive public image with the communities served, social service partners, and funders

**IV. MEASUREMENT, ANALYSIS and PERFORMANCE MANAGEMENT:**

- A. Incorporate the Results Oriented Management and Accountability (ROMA) framework into overall agency operations
- B. Utilize measurable outcome indicators for key agency programs, and report progress regularly to the Board of Directors

**V. HUMAN RESOURCES:**

- A. Supervise Program Directors and interface with them on a regular basis, provide guidance, coaching, training and annually perform written evaluations
- B. Interpret and enforce the policies adopted by the Board of Directors to insure the efficient administration of the organization and recommend changes/revisions as necessary
- C. Ensure a highly competent staff is recruited and maintained, and that any performance issues are promptly and professionally addressed
- D. Design and implement strategies for the training and development of the Board of Directors and staff

**VI. ORGANIZATIONAL PROCESSES:**

- A. Establish organizational structure to effectively implement and operate program goals and objectives in compliance with funding requirements
- B. Oversee preparation of funding proposals and ensure timely submission to funding sources
- C. Ensure accurate accounting to the Board of Directors and funding sources regarding all fiscal matters

- D. Serve as the official spokesperson for the Agency with the media, guide subordinate staff in strategic communications and assist in the development of public relations materials
- E. Ensure the Agency operates within the specifications of Federal, State and local laws, guidelines and policies including confidentiality

**VII. RESULTS:**

- A. Summarize and communicate organizational achievements and results to the Board, project staff, funders and the community
- B. Expand local revenue generating and fundraising activities to support programs and growth
- C. Continually seek new resources and services as indicated by the community needs assessment and identified by the Board of Directors
- D. Strengthen and refine all aspects of communications using an effective range of media from web presence to personal external relations
- E. Advocate on behalf of the Agency's customers and foster new opportunities for the Agency
- F. Provide regular reports and data to the Board of Directors that demonstrate the achievement of results for established goals objectives
- G. Monitor financial statements and data to assure the Agency remains financially strong, reporting any concerns to the Board of Directors

**REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required.

**I. EDUCATION AND/OR EXPERIENCE:**

- A. The ideal candidate will possess a minimum of a B.S. or B.A. in human services, public administration, business or social work with five years administrative experience, including directing or managing a public or private non-profit or human services program **OR** at least ten years leadership experience at a Community Action Agency.
- B. The candidate must be able to successfully complete the Certified Community Action Professional (CCAP) process within five years of employment if the candidate does not have a CCAP upon application. The certification must be updated and maintained during employment.

**II. PRACTICAL SKILLS:**

The ideal candidate will have the ability to:

- A. Effectively present information and respond to questions from groups of managers, clients, customers, and the general public

- B. Develop public presentations, including clear and informative speeches and accompanying media material
- C. Operate computers and other office productivity equipment.

**III. ESSENTIAL PHYSICAL, MENTAL AND EMOTIONAL DEMANDS:**

*The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- A. This position requires constant mental and emotional work. Strong ability to think and reason independently, maintain objectivity and confidentiality, exercise sound judgement, and demonstrate visionary leadership.
- B. The physical environment requires the employee to work indoors, in an office space.
- C. The person in this position will be required to frequently operate a computer and other office productivity machinery and devices.
- D. The person in this position frequently communicates with community members, staff and the Board of Directors, both one-on-one and in larger groups, regarding agency programs. Must be able to exchange accurate information in these situations.
- E. The person in this position must be able to travel about the agency service area and elsewhere in the state. Responsible for own transportation in these situations.

**IV. OTHER REQUIREMENTS**

- A. Must have reliable transportation and associated insurance
- B. Must pass a criminal history records check and child abuse registry check.

*This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by the Board of Directors. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

**ACKNOWLEDGEMENT OF RECEIPT**

My signature below acknowledges that I have received, read and understand the above job description.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_