

# Position Description

*The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

<b>General Information</b>		
<b>Position Title:</b>  Executive Director Executive Officer	<b>Location:</b> Administrative Office 6311 Court Street Road East Syracuse, New York 13057	<b>Date:</b> <b>January 1, 2020</b>
<b>Reporting Relationship(s):</b>  Reports to the Board of Directors		<b>FLSA Classification:</b> Salaried

## **General Summary**

The Executive Director (ED) is the leader of Contact Community Services, Inc., establishing a vision for Contact that is achieved through the efforts of a diverse team of high-performing leaders, staff and volunteers. The ED possesses a high level of business and management skills, determines and formulates policies, and provides overall direction and management of Contact within the guidelines set up by the Board of Directors.

The ED is the steward of Contact's brand and understands his/her role in growing and protecting the reputation of Contact Community Services, Inc. S/he is responsible for building community trust in Contact and its relevance in the community. The ED is effective at generating resources and financial support for the organization.

The ED leverages the power of relationships and networks, and works across private, public and corporate sectors. S/he values network and strives to leverage Contact's community presence, relationships, and strategy.

## **Duties and Responsibilities**

- Determine and formulate policies and provide overall direction within guidelines set up by the board of directors.
- Plan, direct and/or coordinate operational activities at the highest level of management with the assistance of chief financial officer and department directors.
- Analyze operations to evaluate performance of the organization and/or staff in meeting objectives or to determine areas of potential cost reduction, program improvement, or policy change.
- Plan, direct and/or coordinate Contact's financial or budget activities at the highest level of management to fund operations, maximize investments and increase department efficiencies.
- Appoint department heads and assign or delegate responsibilities to them.

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- Establish departmental responsibilities and coordinate functions among departments and sites.
- Confer with board members, management and front-line staff to discuss issues, coordinate activities, or resolve problems.
- Negotiate and/or approve contracts or agreements with federal, state and local agencies, suppliers, distributors or other organizational entities.
- Serve as a liaison between board, organization and outside agencies.
- Approve promotional campaigns.
- Represent and promote Contact at official functions or delegate representatives to do so.

### Education Requirements

Master's Degree in public administration, not-for-profit management, business, social work, or related field required.

### Previous Experience Requirement

- Minimum of 7-10 years in a senior strategic leadership position
- Participation on community boards and experience in networking
- Extensive experience in grant writing, program design, fund development and fundraising

### Knowledge and Skills Needed to Perform Effectively in this Position

**Mission-Focused:** Catalyzes others' commitment to Contact's mission to help individuals and organizations create positive personal and social change to improve the quality of lives in central New York.

**Visionary:** Understands and addresses the complex needs of the community providing purpose, direction, and motivation consistent with the mission and values of Contact.

**Team-Builder:** Directs, motivates and inspires others' to work effectively to meet long- and short-term objectives, solve problems and/or implement policy. Translates vision and mission into action. Helps staff, volunteers and board members to know pride and take satisfaction in their work with Contact.

**Business Acumen:** Possesses a high-level of broad business and management skills and is effective at providing direction and generating financial support for the organization.

**Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.

**Collaborator:** Understands the roles and contributions of other sectors of the community and can mobilize resources (financial and human) through meaningful engagement.

**Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad impact.

**Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

**Outward Turning:** Understands the dynamics of local, regional, and national environments, and works on an agenda rooted in the community's own perception of its needs and aspirations.

**Network-Oriented:** Values the power of networks; striving to leverage Contact's breadth of community presence, relationships, and strategy.

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## Additional Requirements

There is regularly a need to meet after or before normal business hours.

## Physical Dimensions (Job-related physical abilities an individual needs to possess in order to perform the job in a satisfactory manner)

Under normal conditions, work is in an office setting. Must be able to sit and stand for extended periods of time.

- *All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.*
- *This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.*
- *This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.*