



## JOB DESCRIPTION

<b>JOB TITLE:</b> Director of Programs	<b>DATE CREATED:</b> October 2017
<b>REPORTS TO:</b> President/CEO	<b>DATE REVISED:</b> March 2019; Nov 2021
<b>JOB STATUS:</b> Full-time	<b>FLSA Classification:</b> Exempt

### GENERAL FUNCTIONS:

The Director of Programs is responsible for the execution of simultaneous programs from program design to implementation and execution. Serves as a consultant to area businesses to expand services and grow revenue. Provides guidance to team members and volunteers in ways that promote the organization's culture. Work with all programs leaders and advisory board members to develop measureable outcomes that will define the success of all programs offered by Leadership SI. Supervises the Program Coordinator position.

### MAJOR RESPONSIBILITIES & ESSENTIAL FUNCTIONS

- Ensures that the right product/program is developed to meet or exceed organization's quality standard and is delivered at the right time.
- Serves in a consultant role for area businesses.
- Supervises the Program Coordinator position to provide ongoing support for this role.
- Leads program teams and facilitate the communication and interaction among the functional representatives.
- Researches, develops and controls assigned program days, deadlines, budgets and activities for President/CEO's approval, using a collaborative approach and ensuring they represent the communities we serve.
- Tracks programs against their schedule, budget and phase review objectives. Keep President/CEO informed of their status on a regular basis.
- Develops and implements recovery plans for off-schedule and unanticipated eventualities.
- Actively networks and develops relationships with local businesses and individuals to build brand awareness about programs and encourage program participation and sponsorships.
- Assumes responsibility for the programs' people and vendors.
- Assesses program performance and aim to maximize return on investment.
- Prepares reports for meetings.
- Performs miscellaneous administrative functions.
- Responsible for delivering a high level of customer service in all interactions with internal and external customers, guests, vendors, and business partners.
- Promotes professional, friendly, honest and open communication.
- Cross trains in other positions and serves as back-up/resource to other staff members, as needed.
- Performs other duties as assigned.

### QUALIFICATIONS:

#### ***Education/Experience***

Bachelor's Degree in Education, Business, Communications, or related discipline.

Two or more years of program design and management experience.

Two or more years of consulting experience.

One or more years of supervisory experience.

### ***Knowledge/Skills/Abilities***

- Excellent working knowledge of program management strategies and techniques.
- Must possess strong written and verbal communication skills and be able to communicate effectively using correct grammar, both in writing and orally.
- Creative thinking and problem solving skills.
- Excellent organization and planning skills.
- Strong interpersonal skills and must be customer-oriented. Delivers superior service to both internal and external customers, guests, vendors and business partners.
- Strong PC skills with Microsoft Office software.
- Ability to lead and develop team members.
- Ability to balance relationship management and task management.
- Ability to learn, execute and retain knowledge of functions within our computer system. Ability to learn and adapt to new technology quickly.
- Ability to solve problems and escalate appropriate issues to the President/CEO.
- Ability to organize, prioritize, manage and complete multiple tasks. Must be able to manage multiple projects simultaneously in a fast-paced work environment.
- Ability to self-initiate areas of opportunity, make recommendations for improvement, and follow up as necessary to achieve desired results.
- Ability to project a high degree of professionalism and positive image of themselves and the company.
- Ability to facilitate, speak and present information effectively to large groups.
- Ability to maintain a professional appearance and maintain an organized workstation.
- Ability to work well with others as part of a team.
- Ability to resolve problems and interpersonal conflict and miscommunications in a professional manner.
- Ability to handle highly confidential information.
- Must be able to understand and apply mathematical/accounting concepts such as fractions, percentages, ratios, debits and credits.

### **OTHER REQUIREMENTS:**

- Job Hours: Will work required hours to complete tasks on time and budget and be flexible to attend events.
- Quality: Able to meet job requirements and standards. Accuracy is a must.
- Performance: Meets pre-established goals and deadlines within budget.
- Travel: Must be able to travel to events, program locations and business partners.

### **PHYSICAL DEMANDS:**

**Physical Requirements - *In terms of physical requirements, this position requires work best described as: Light Duty.*** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing - Ability to receive information through oral communication. - Continuous
- Talking - Expressing or exchanging ideas by means of the spoken word. – Continuous
- Must be able to stoop, bend, reach, stand and sit and use a computer for extended periods of time. - Continuous
- Must be able to lift and/or move up to 30 lbs. – Intermittent
- Vision - Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus, with or without corrective lenses; Requires vision to perform work dealing with data and figures and computer screens. -Continuous

- Ability to function in an office environment and utilize standard office equipment including but not limited to: PC, fax, scanner, copier, telephone, calculator, etc. - Continuous

**Psychological/Mental Requirements:**

- Must be able to understand and interpret requests for information - Continuous
- Responds positively and productively to stressful internal and external customer situations. - Continuous
- Assists others to work harmoniously and effectively as part of a work team. – Continuous

**Employee's Signature**

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**Date**

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**President/CEO:**

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**Date**

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