

Nature of Work

This is very responsible executive level work involving total responsibility for the day to day operations of the agency. The incumbent is responsible for all financial and operational systems including the preparation of the annual budget and monitoring the performance of the numerous and varied social service programs managed by the agency. Activities associated with the job include oversight of all management personnel and systems, making decisions pertaining to significant organizational issues, monitoring monthly financial reports, and serving as a liaison with various state and federal agencies, local officials and funding sources. Additional activities include oversight of human resource issues, strategic organizational planning and addressing any legal issues confronting the organization. The demands of the position require the incumbent to have extensive knowledge of federal, state and local rules and regulations pertaining to the programs managed by the agency and considerable experience supervising and directing the activities of a social services oriented organization. Strong administrative, financial management and interpersonal skills are also required for successful job performance. Job performance is subject to evaluation by the Board of Directors through review of the level of compliance with state and federal regulations, financial management and profitability of operations and quality of services provided to clients.

Illustrative Examples of Work

- Develops and implements operational policies and procedures to ensure the effective and efficient operation of all programs and services provided by the agency.
- Oversees the daily operations of the central office and all satellite operations and addresses any significant issues and/or concerns.
- Obtains and analyzes information on the social and economic status of the population residing in the service area.
- Reviews monthly financial statements for each program to assess expenditures, compliance with funding requirements and profitability.
- Provides a budget analysis and recommendations for the Board of Directors.
- Directly supervises the activities and performance of the Program Directors and all fiscal staff and establishes specific program and budgetary benchmarks for measuring program expenditures and results.
- Oversees the development and monitoring of the annual budget for each program.
- Serves as a liaison between the agency and the Department of Human Services, other state agencies, local officials, and other funding sources.
- Directs the strategic planning process by establishing reasonable goals and objectives for the organization.
- Addresses significant legal issues confronting the organization and provides signature authority for all legal transactions.
- Supports and advises Program Directors regarding decisions pertaining to employee selection, discipline and/or discharge.
- Serves as an advocate for the programs managed by the agency by maintaining effective relationships with state officials and members of the legislature.
- Maintains close working relationships with all public and private contract agencies and assists with contract negotiations and/or disputes.
- Makes decisions regarding the issuance of Requests for Proposals (RFP's) when required to bid new contract services and/or acquire other professional services.
- Oversees procedures to ensure compliance with all state and federal regulations for each program administered by the agency.
- Ensures that the governing Board of Directors and Advisory Committees have adequate representation from target area residents.
- Oversees the preparation and production of the agency's annual report and other promotional publications and materials.

- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited four year college or university with a B.A. (B.S.) Degree in Business Administration, Social Services Administration, or closely related field; extensive experience supervising and directing the operations of a social services organization; significant organizational and financial management experience; thorough knowledge of management information systems and technology; strong decision making and interpersonal skills; or any equivalent combination of education and experience to provide the following knowledge, abilities and skills:

- Extensive knowledge of the federal and state rules pertaining to the programs managed by the agency.
- Extensive knowledge of business administration principles and organizational structure including staffing assignments, delegation of authority and line and staff functions.
- Extensive knowledge of financial statements, budget preparation methods and techniques, cost allocations and complex monetary transactions.
- Thorough knowledge of grant application techniques and methods including funding sources and cycles, use of matching funds, etc.
- Thorough knowledge of state contractual requirements for programs managed by the agency including licensure and compliance issues.
- Thorough knowledge of the principles of human resource administration including all applicable laws and regulations.
- Considerable knowledge of management information systems and applicable technology.
- Ability to develop and implement effective operational policies and procedures and ensure the efficient utilization of funds and resources.
- Ability to develop long term strategic plans for the organization and institute operational policies and procedures to achieve established goals.
- Ability to supervise and direct the activities of administrative, program and accounting staff.
- Ability to develop and monitor complex budgets, make cost and expenditure assessments, and institute controls to meet budgetary projections.
- Ability to understand and negotiate complex contracts with federal and state agencies and other funding sources.
- Ability to create and maintain strong, productive relationships with service providers, funding sources, local and state officials and state agencies.
- Ability to evaluate and institute management information systems to meet the needs of the organization.
- Ability to compile data and prepare competitive grant applications.
- Ability to consistently make competent and appropriate decisions in response to extraordinary events and circumstances.
- Ability to prepare and deliver effective and informative presentations to governing agencies, constituent groups and the public.
- Ability to prepare Requests for Proposals for various services and needs of the organization and evaluate responses in a fair and objective manner.
- Skill in the use of computer hardware and software applications including word processing, database management, and spreadsheet applications.

Necessary Special Requirements

- Possession of a valid Tennessee Driver’s License and the ability to be insured at standard vehicle liability rates.
- The incumbent must pass pre-employment and random drug testing.
- Bilingual preferred (English/Spanish).

Note: This job description is not intended to be all inclusive; employees may perform other related duties as negotiated to meet the needs of the organization.

Highland Rim Economic Corporation
06/18/2015

Signature _____

Date _____