

SAIL, Disability Network of the U.P.

POSITION DESCRIPTION (New Position - December, 2017)

Title: Assistant Director

Responsible to: Associate Director

Position: Full-time salaried/exempt, Starting wage: \$37,000 - \$40,000

Summary:

The Assistant Director provides agency and key operational leadership for the overall organization. This role supervises assigned employees (5 full-time staff members), program areas, and various management/administrative functions as assigned. Responsibilities involve ensuring smooth daily operation of agency, delivery of impeccable customer service, meeting program completion and requirements, and effective relationship building both within the organization and out in the community. This position is a member of the organization's upper management team that is responsible for the overall success of SAIL by improving financial and organizational efficiencies so that SAIL's mission and strategic plan can be accomplished.

Expected Duties and Responsibilities:

A. Supervise and support SAIL employees on a daily basis

1. Oversee daily duties of assigned employees within various SAIL programs by organizing workflow and ensuring employees understand their duties and delegated tasks.
2. Meet with supervised staff on a regular basis to monitor employee productivity and progress on current grant requirements. Provide support and guidance, coaching and constructive feedback.
3. Approve assigned employee travel requests, purchase requisitions and forward onto appropriate staff to process.
4. On a biweekly basis, approve assigned employee timesheets and expense vouchers and submit to Executive Director for approval and processing.
5. Perform 90 day and annual performance reviews of assigned employees and progressive discipline/counseling as needed.
6. Assist assigned employees with developing their annual training plans. Assist them with registering and scheduling travel to attend trainings in order to accommodate current work load and further their expertise in program delivery. Collect and review post-conference reports.
7. Recommend changes for efficiency in employee or agency policies, guidelines or best practices documents as part of the management team.

SAIL, Disability Network of the U.P.

B. Provide effective leadership to support and oversee daily flow of the agency programs and services.

1. Develop a working knowledge base of assigned program areas and their corresponding job descriptions and program requirements:
 - a. Front Desk operations
 - b. Intake and Independent (IL) services and programs
 - c. Adaptive Living programs
 - d. Work Incentive Planning Assistance program
2. Establish and maintain an environment that encourages teamwork, interdependence, productivity, professional and ethical work place behavior.
3. Serve as agency “go to” person for direct service employees to ensure the Executive Director, Associate Director and Finance Director are alleviated from routine daily operations duties.
4. Provide interpretation of SAIL Employee Handbook policies to direct service employees.
5. Enlist support and guidance from Associate Director as needed in all areas of daily operations.
6. Serve as management level professional while representing SAIL by developing, maintaining and strengthening relationships with partners, community agencies and organizations, and other community based entities to ensure smooth delivery of SAIL services and programs.

C. Provide management/administrative support and duties to develop, coordinate and process the daily needs of the agency.

1. Process approved travel requests on a timely basis including vehicle rentals, hotel reservations, air travel and other travel arrangements as needed. Provide related confirmations to employees and maintain accurate travel request binder. Assist employees with registration and scheduling travel to attend trainings.
2. Provide office equipment assistance to employees by serving as the point person on how to operate, trouble shoots problems, and schedule repairs for phones and copier/fax. Under the direction of the Finance Director, provide assistance to employees with basic computer problems.
3. Serve as contact person for landlord and his representatives in a timely manner regarding facility concerns or issues as brought to attention by employees/consumers or as a result of regular facility checks.
4. In conjunction with the Employment Services Director, maintain updated excel report of MRS authorizations/assignments and complete invoice process in QuickBooks along with accompanying summary report for approval by Executive Director.

SAIL, Disability Network of the U.P.

5. As directed, record daily cash receipts in receipt log and other associated cash receipt related tasks. Bring deposits prepared by Finance Director to bank.
 6. Serve as an active and contributing team member in monthly staff meetings including providing the leadership and direction to ensure direct reports are prepared and report accordingly on their specific program areas updates/information.
 7. Assist with and participate in Strategic Planning meetings.
- D. Participate and contribute in SAIL special events as assigned by a supervisor.**
- E. Complete other duties as assigned by a supervisor.**

Expected Skills and Characteristics:

1. Exceptional leadership, supervision and team player skills required. Strong interpersonal skills and demonstrated professional presence a must both internally in the agency and out in the community.
2. High level of professionalism, confidentiality and maturity required including exercising sound judgement in dealing with challenging employee issues and when to seek advice/counsel from supervisor.
3. Strong verbal and excellent written communication skills necessary including effective listening and observation skills.
4. Ability to know when to take action immediately as warranted and when not to “over” or “under” react.
5. Must be highly organized and poses strong skill set to prioritize multiple time sensitive deadlines.
6. Must have well-developed time management skills and be detail oriented.
7. Compliance with SAIL’s Employee Handbook along with the ability to effectively communicate agency policies, procedures, and applicability as issues may arise with employees.
8. Compliance with the SAIL Casework Standards and Procedures manual.
9. Proficient in Microsoft Office™ program applications, especially Excel™. Ability to use basic Internet and email operations.
10. Ability to be proficient in Quickbooks™ for invoicing duties.
11. Support SAIL’s mission and values. Sensitivity to and awareness of independent living issues. Knowledge of IL movement and a demonstrated commitment to the IL philosophy.

SAIL, Disability Network of the U.P.

Desirable Qualifications:

1. **Education:** Bachelor's or Master's degree in management, administration, business, human services or related field. Equivalent work experience will be considered for non-related degrees.
2. **Experience:** Five to ten years working in a professional environment is required, preferably in the non-profit sector. Extensive direct supervision of multiple staff members and effective leadership performance is required. Strong background and familiarity with human service delivery related concepts, practices and procedures.
3. **Work Environment and Abilities:**
 - a. Standard office environment while performing duties; sitting at desk, communication, reaching with arms, manipulating a computer keyboard, etc.
 - b. Minimal out of office environment includes: traveling to locations, accessing facilities, attending meetings and communicating with partners as needed.
 - c. Demonstrated positive attitude, reliability, a self-starter who assumes responsibility when warranted, is conscientious, professional in manner and hard working.
 - d. Ability to communicate effectively with employees, consumers and the public in a professional manner.
 - e. Ability to communicate effectively both orally and in writing.
 - f. Ability to work with diverse populations of individuals with disabilities.
 - g. Ability to function in stressful situations or balance multiple tasks.
 - h. Must have access to reliable transportation.
 - i. Can perform duties with or without accommodations for a disability.

For purposes of employment standards, this position is categorized as salaried, "exempt" according to the Fair Labor Standards Act. Benefits are available pursuant to SAIL's policies for a full time employee.

Approvals:

Executive Director Signature

Date

Acknowledged:

Employee Signature

Date