

Executive Director

Job Description

Options for Women / River Falls is a Christian pro-life pregnancy resource clinic that provides pregnancy, sexual health and parenting-related services in River Falls and Western Wisconsin. The primary function of the Executive Director is to manage and direct the organization.

Job Title: Executive Director

Department: Administration

Reports To: Board of Directors

Job Status:

- Salaried, full time
- At-will employee
- FLSA Status: exempt

Summary: The Executive Director manages and directs the organization toward its primary objectives, by performing the following duties.

Essential Duties and Responsibilities: Include the following. Other duties may be assigned.

- Plans, coordinates, and controls the daily operation of the organization.
- Establishes current and long-range goals, objectives, plans and policies and procedures, subject to approval by the Board of Directors.
- Adheres to and upholds the Mission Statement, Vision Statement, and Values Statement of Options for Women / River Falls.
- Dispenses advice, guidance, direction, and authorization to carry out major plans, policies and procedures, consistent with established policies and procedures and Board approval.
- Meets with the Board of Directors to ensure that operations are being executed in accordance with the organization's policies and procedures.
- Works with the Treasurer to oversee the adequacy and soundness of the organization's financial structure.
- Establishes and maintains an effective system of communications throughout the organization.
- Represents the organization to major donors, the financial community, and the public.
- The Executive Director is to protect him/herself from burnout by utilizing his/her vacation and taking a periodic sabbatical approved by the Board of Directors.
- **Financial Administration:** Participates in a viable organizational budget with the Treasurer and Board of Directors and monitors financial reports throughout the year to

ensure that the organization is financially on target.

- Ensures that all organizational obligations to vendors and suppliers are met, establishing policies and procedures for procurement and payments to minimize expense and maintain a stable supply of resources.
- Adheres to a system of controls, as established by the Board of Directors, designing and enforcing checks and balances to minimize risk of financial loss and endure organizational integrity.
- Responsible for assisting with clinic's accounts payable by providing the Treasurer with invoices and receipts in a timely manner.
- **Risk Management:** Exercises due diligence throughout contract development, negotiations, and compliance by reviewing, analyzing, and consulting appropriate resources in order to diminish risk.
 - Manages operations by remaining within the definition of the organization's established legal structure in order to maintain compliance.
 - Resolves conflicts with by addressing complaints immediately within an established grievance procedure in order to avoid litigation.
- **Planning and Marketing:** Assists in the formulation of an effective strategic plan by analyzing the environment to maximize the organization's success.
 - Informs the public of the value of the care provided by the organization by creating effective public relations programs to differentiate and promote the organization (e.g. newsletter, email marketing, social media, digital communications).
 - Examines the possibilities for growth by identifying opportunities for partnerships and strategic alliances to enhance organizational position and effectiveness.
- **Public Relations:** Represent the clinic to churches, civic organizations, pastors, representatives of the media and the public.
- **Fund/Donor Development:** Maintain and nurture contributor relations; identify new donors with the Board of Directors.
- **Spiritual Development:** Maintain relationships with pastors and other faith-based organizations. Directs and encourages an active prayer life within the clinic through activities such as staff prayer breaks.
- **Board of Directors:** Communicate key issues to the Board of Directors in a timely, concise manner and carry out directives as assigned by the Board. The Executive Director is to attend all meetings of the Board of Directors as a non-voting Board member. The Board of Directors will conduct regular evaluations of the Executive Director.
- **Supervisory Responsibilities:** Manages subordinate supervisors who supervise employees. Is responsible for the overall direction, coordination, and evaluation of these units. Also supervises employees and volunteers. Carries out supervisory responsibilities in accordance with the organization's policies and procedures and applicable laws. Responsibilities include interviewing, hiring, and training employees and volunteers; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems; performing employee and volunteer exit interviews.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

- **Analytical:** Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- **Design:** Demonstrates attention to detail.
- **Problem Solving:** Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Project Management:** Coordinates projects; Communicates changes and progress.
- **Technical Skills:** Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Customer Service:** Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills:** Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication:** Speaks clearly and persuasively in positive or negative situations; responds well to questions; Demonstrates group presentation skills.
- **Written Communication:** Writes clearly and informatively; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Visionary Leadership:** Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Change Management:** Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Delegation:** Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Leadership:** Exhibits confidence in self and others; Inspires and motivates others; effectively influences actions and opinions of others; Accepts feedback from others.
- **Managing People:** Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- **Quality Management:** Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Business Acumen:** Understands business implications of decisions; Aligns work with strategic goals.

- **Cost Consciousness:** Works within approved budget to conserve organizational resources.
- **Diversity:** Demonstrates knowledge of EEO policy.
- **Ethics:** Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support:** Follows policies and procedures; Completes administrative tasks on time; supports organization's goals and values.
- **Strategic Thinking:** Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions in consultation with the Board of Directors.
- **Judgment:** Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation:** Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.
- **Planning/Organizing:** Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans in consultation with the Board of Directors.
- **Professionalism:** Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality:** Demonstrates accuracy and thoroughness.
- **Quantity:** Completes work in timely manner.
- **Safety and Security:** Observes safety and security procedures; Determines appropriate action beyond guidelines; Uses equipment and materials properly.
- **Attendance/Punctuality:** Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability:** Follows instructions, responds to directions from the full Board of Directors; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies the Board of Directors with alternative plans.
- **Initiative:** Undertakes self-development activities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation:** Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' support and presents to the Board of Directors for approval.

Qualifications:

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** Bachelor's degree from four-year College or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- **Language Skills:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from the Board of Directors, clients, donors, and the general public.
- **Mathematical Skills:** Ability to work with practical mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Computer Skills:** To perform this job successfully, an individual should have knowledge and ability to attain working proficiency of Contact Management systems; Database software; Accounting software; Human Resource systems; Internet software; Spreadsheet software and Word Processing software. Software presently required for day-to-day operations includes but is not limited to Microsoft 365 (Office suite), Google Docs, eKyros, and QuickBooks Online.

Physical Demands:

The physical 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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.