

WABASH AREA DEVELOPMENT, INC.
POSITION DESCRIPTION

JOB TITLE: County Manager
DEPARTMENT: Outreach
REPORTS TO: CSBG-WIOA Director
GRADE LEVEL: VIII
PREPARED BY: Critical Records/Risk Management/ Marketing Director
PREPARED DATE: 2/25/2020
APPROVED BY: Executive Director
APPROVED DATE: 2/25/2020

SUMMARY: The County Manager is the county level representative for Wabash Area Development, Inc. They are responsible for the general oversight and management of the county office, as well as the operation of specific programs. They are responsible for disseminating agency information to all county level staff. The County Manager is also responsible for ensuring that the CSBG-WIOA Director stays informed of all local conditions, internal or external, that might in any way affect the professional image and/or operation of Wabash Area Development, Inc.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Interviewing, assessment, documentation, counseling and general outreach requirements of LIHEAP, Weatherization and CSBG programs. Duties also include marketing and recruitment, of agency programs Head Start/Early Head Start (HS/EHS), Community Service Block Grant (CSBG), Emergency Service Grant (ESG), Low Income Home Energy Assistance Program (LIHEAP), Weatherization (WX), EF&S, ect.

The routine oversight and management of the county office. This includes maintaining a professional business environment. Examples being; daily routines such as cleaning, answering the phone and other generally accepted tasks associated with the operation of an office. With the exception of staff directly assigned to the County Manager, programmatic staff supervision will remain the responsibility of the individual Program Coordinators and Supervisors. However, general office oversight and coordination is the responsibility and authority of the County Manager. When feasible this is to be accomplished through team facilitation, with all staff participating, including the County Manager.

Responsible for adhering to all current and future agency policies, procedures and program operations.

Responsible for immediately notifying the County Manager's supervisor, in writing, of problems or abuses of any agency policies, procedures or program operation.

Facilitate public relations by maintaining a positive working relationship with the target population and all other related groups and organizations within the community.

Recording attendance (tardiness, personal, sick and vacation days) of designated county staff. Attendance is to be reported to Central Office as soon as possible at the beginning of each work day. County Managers must initial all county time sheets, verifying their accuracy according to the County Manager's attendance records.

Although it remains the responsibility of Program Coordinators and Supervisors to schedule staff assigned to them, the County Manager must ensure that the county offices are open and staffed at all

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times. This must be a coordinated effort among all parties involved and requires that the County Manager be kept informed of up to date staff schedules. Information must be current. This can be accomplished through the use of the TMF (Time Management Form), daily planners and open and regular communication between the County Manager and other county staff.

Timely and accurate submission of all reports required by the Central Office.

Annual evaluations of personnel under their direct supervision and input on the appraisals of all county staff.

Maintain confidentiality regarding clients, staff and/or all agency matters.

Maintenance of a current inventory of all agency equipment in respective county. Inventory should be updated as needed and reconciled annually by December 31st. All changes and the annual reconciliation should be immediately submitted to the central office for audit purposes.

Performs other duties as assigned by supervisor or his/her designated representative.

Supervisory Responsibilities Direct supervision of outreach workers (does not apply in all counties).

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

Analytical – 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; Uses reason even when dealing with emotional topics.

Technical Skills – Pursues training and development opportunities; Strives to continuously build knowledge and skills.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills – Maintains confidentiality; Remains open to the ideas of others and tries new things; Listens to others without interrupting; Keeps emotions under control; Respects others time and space.

Oral Communication - Demonstrates group presentation skills; Participates in meetings; Listens and gets clarification.

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; Contributes to building a positive team spirit; Exhibits objectiveness and openness to others' view.

Delegation – Delegates work assignments; Matches the responsibility to the person; Provides recognition for results.

Leadership – Inspires and motivates others to perform well; Gives appropriate recognition to others.

Ethics – Treats people with respect; Keeps commitments; Inspires trust of others; Works with integrity and ethically; Upholds organizational values.

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Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Continually works to improve supervisory skills.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality – Is consistently at work and on time; Arrives at meetings and appointments on time; Ensures work responsibilities are covered when absent.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Planning/Organizing – Prioritizes and plan work activities; Uses time efficiently.

Quantity – Completes work in a timely manner; Always willing to help others when feasible.

Adaptability – Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); Continually works to improve supervisory skills.

Cost Consciousness – Works within approved budget; Develops and implements cost saving measures.

Professionalism -- Approaches others in a tactful manner; Reacts well under pressure; Treats other with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments; Understands the dynamics of the operation of a successful business.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above 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: Associate Degree (Bachelors Degree preferred) in Human Services, Management or other degree directly relevant to the position or equivalent experience in a similar position. Experience must be directly related to responsibilities of position. Prefer working computer knowledge, clerical and public relations skills. Needs an understanding of the concept of team management. May be required to complete Family and Community Development training within one year of employment.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

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Reasoning Ability: Ability to deal with involving several concrete variables in standardized situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to apply common sense understanding to carry out instructions furnished in written oral, diagram form.

Computer Skills: To perform this job successfully, an individual should have knowledge of ChildPlus software; Database software; Internet software; Inventory software; spreadsheets; and Word Processing software.

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 regularly required to sit; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is occasionally required to stand; climb or balance, and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 lbs. and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Staff Signature

Date

Supervisor's Signature

Date