

Wabash Area Development, Inc.
Job Description

JOB TITLE: Outreach and Agency Development Director
DEPARTMENT: Administrative
REPORTS TO: Executive Director
GRADE LEVEL: X
PREPARED BY: Critical Records/Risk Management Coordinator
PREPARE DATE: 03/19/2025
APPROVED BY: Executive Director
APPROVED DATE: 03/19/2025

SUMMARY: The Outreach and Agency Development Director is an administrative representative for Wabash Area Development, Inc. They are responsible for managing the WADI Board of Directors and the supervision of County Managers. They are also responsible for ensuring that the Executive Director stays informed of all the changes that may affect the operation of Wabash Area Development, Inc.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Oversee management of the Board of Directors. Complete board member orientation, perform regular board member file maintenance, create board schedules and agendas, document board meeting minutes, and manage board committees.

Ensure all board trainings are scheduled and completed to comply with all laws, regulations, and program requirements.

Responsible for ensuring compliance with CSBG Organizational Standards relating to the Board of Directors.

Supervise County Managers and oversee County Manager onboarding and training.

Ensure there is adequate coverage for all Outreach offices and phones.

Oversight of the Agency Health Insurance and Life Insurance Plans.

Serve as the Agency's contact for Supplemental Insurance and assist with market analysis and implementation.

Responsible for monitoring the County Manager budgets and the oversight of their payroll change forms.

Responsible for organizing the Agency Training Day and assisting with compiling a list of necessary presentations for staff.

Responsible for creating Letters of Support for community partners.

Develop an account with Acuity and serve as the Agency's point of contact.

Create and distribute surveys for the Agency, supervisors, and staff when necessary.

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Attend scheduled meetings for Strategic Planning to collaborate with Program Directors, the Fiscal Department, and the Executive Director.

Lead the Agency Self-Assessment and ensure it is completed and reported on appropriately.

Lead the Agency Annual Report and ensure it is completed and reported on appropriately.

Collaborate with Program Directors and provide assistance with various programs, when necessary and approved by the Executive Director.

Complete designated sections of the Community Action Plan and submit them to the CSBG Director in a timely manner.

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

Responsible for immediately notifying the Executive Director, in writing, of problems or abuses of any agency policies, procedures or program operation.

Recruit, interview, and select staff following agency procedures, and provide for orientation of new personnel. Coordinate development of staff training.

Perform annual evaluations of personnel under your direct supervision.

Maintain strict confidentiality regarding customer and/or Agency matters.

Answer and respond to phone calls for the Executive Director.

Demonstrate excellent organization, planning, and record-keeping.

Responsible for device and software maintenance for the Executive Director and WADI Board of Directors.

Demonstrate above average understanding and proficiency of Microsoft Office, Google Forms, and other computer software through daily use.

Schedule meetings and calls as assigned.

Understand and market Agency programs.

Check and respond to the Agency's voicemail and email.

Assist the Executive Director with scheduling appointments, making travel arrangements, transporting, and providing clerical support.

Maintain strict confidentiality concerning agency and Executive Director business.

Perform any other duties as assigned by the Executive Director to ensure smooth program operation and/or assist with fulfillment of the Agency mission.

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Supervisory Responsibilities: Supervise County Managers and hold weekly meetings to discuss any issues that may arise.

Competencies – To perform the job successfully, an individual should display 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 other's view.

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.

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 the organization's goals and values.

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

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

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.

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 their own actions; Follows through on commitments; Understands the dynamics of the operation of a successful business.

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Project Management – Develops component work plans.

Vendor Services – Manages difficult or emotional vendor situations; Responds promptly to vendor needs; Solicits vendor feedback to improve service; Responds to request for service and assistance; Meets commitments.

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

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.

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.

Education and/or Experience: Associate Degree (Bachelor 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.

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 or 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.

Reasoning Ability: Ability to deal with several 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 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee is frequently required to stand; walk, reach with hands/arms and climb or balance. The employee is occasionally required to 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 lbs (50 lbs or more requires two people).

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Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Staff Signature

Date

Supervisor's Signature

Date