

**HMONG CULTURAL AND COMMUNITY AGENCY, INC.
(HCCA)**

ADMINISTRATOR JOB DESCRIPTION

Position Title: **Executive Director (ED)**
Part-Time: 20 Hours per week

Reports to: **Board of Directors**

Job Summary

The Executive Director (ED) serves as chief executive of HCCA and, in partnership with the Board is responsible for the success of HCCA. Together, the Board and ED assure HCCA's relevance to the community, the accomplishment of HCCA's mission and vision, and the accountability of HCCA to its members and constituents.

The Board delegates responsibility for management and day-to-day operations to the ED, and s/he has the authority to carry out these responsibilities, in accordance with the direction and policies established by the Board. The ED provides direction and enabling to the Board as it carries out its governance functions.

The ED, in partnership with the Board of Directors is responsible for program management, fund-raising, membership recruitment and retention, resource management (both financial and human), and overseeing capital campaigns and building programs and activities.

1. *The Executive Director serves as the central administrator of the HCCA to implement policy decisions of the Board of Directors.*
2. *The Executive Director provides for the day-to-day management of the HCCA's fiscal, physical, security and administrative affairs.*
3. *The Executive Director administrates the procedures and maintains the physical environment within which the educational, cultural and social activities are carried out.*
4. *The Executive Director is the person through whom all HCCA activities and programs are arranged and coordinated.*
5. *The Executive Director is responsible for administering and supervising all staff and volunteers.*

The Executive Director is to run the administration of the HCCA and in so doing, help create and maintain an environment which:

1. is secure, warm, welcoming and inviting.
2. serves the needs of Board of Directors and the Members.
3. establishes and maintains conditions in which Board of Directors, staff, volunteers can function optimally to meet members, clients, and community needs.
4. ensures that staff and volunteers display an attitude of respect toward Board of Directors, members, and all visitors in keeping with HCCA goals.

AREAS OF RESPONSIBILITIES AND ACCOUNTABILITIES FOR ED:

1. Legal compliance

- a) Assures the filing of all legal and regulatory documents and monitors compliance with relevant local, state, and federal laws and regulations.

2. Mission, policy and planning

- a) Helps the Board determine HCCA's values, mission, vision, and short- and long-term goals.
- b) Helps the Board monitor and evaluate HCCA's relevancy to the community, its effectiveness, and its results.
- c) Keeps the Board fully informed on the condition of HCCA and on all the important factors influencing it.
- d) Identifies problems and opportunities and addresses them; brings those which are appropriate to the Board and/or its committees; and, facilitates discussion and deliberation.
- e) Informs the Board and its committees about trends, issues, problems, and activities to facilitate policymaking. Recommends policy positions.
- f) Keeps informed of developments in human services, not-for-profit management and governance, social services delivering, and fund development.

Agency and Program Planning

Short-Term - meet weekly with program staff to:

- a) Determine and discuss any problems or plan involving volunteers, (recruitment, training, screening, and supervision).
- b) Be kept informed of all relevant activities of the agency.

Long-Term

- a) Develop, implement, and maintain tracking systems and/or both volunteer and caseload files.
- b) Develop and initiate time-oriented strategic plans to establish agency goals (e.g. 1-year, 5-year, 10-year plans).
- c) Review program/agency progress and compare to goals and objectives.

3. Personnel Management

- a) Hire and supervise administrative and management staff.
- b) Write and revise, as necessary, the job descriptions for all staff (except ED) within the agency.
- c) Prepare yearly performance evaluations (oral and written) for all administrative and management staff.

- d) Staff development.

4. Administrative Support and Oversight

The ED is responsible for the smooth administrative functioning of the HCCA and for all HCCA office management.

- a) Hire, train, supervise, remediate, and evaluate administrative and management staff.
- b) Draft and implement staff job descriptions, including qualifications and standards of conduct.
- c) Oversee quality and timeliness of office staff output.
- d) Maintain Employee Handbook.
- e) Mediate interoffice conflicts.
- f) Schedule and chair regular office staff meetings.
- g) Maintain accurate and confidential personnel files.
- h) Establish personnel procedures and standards for all employees, with appropriate committee approvals. This should include pay scales, hours, vacations, raises, dismissal, etc. as well as social security and benefits, in accordance with federal, state, and local laws.
- i) Serve as Staff member on specific committees.
- j) Create administrative operating systems for routine HCCA business, as well as emergency overload situations.
- k) Maintain office “policy and procedures manual.”
- l) Coordinate office volunteers in support of office management.
- m) Provides general oversight of all HCCA activities, manages the day-to-day operations, and assures a smoothly functioning, efficient organization.
- n) Assures program quality and organizational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation.
- o) Recommends staffing and financing to the Board of Directors. In accordance with Board action, recruit personnel, negotiates professional contracts, and sees that appropriate salary structures are developed and maintained.
- p) Specifies accountabilities for management personnel (whether paid or volunteer) and evaluates performance regularly.
- q) Computer System - evaluate, maintain, and update computer system to ensure optimal efficiency in administrative areas.

5. Board of Directors Liaison

- a) Attend all meetings of Executive Board, Board of Directors, Committees, and membership as instructed by Board and/or Board President.
- b) Oversee implementation of all Board directives, policies, and procedures.
- c) Server as liaison between Board and agency staff.
- d) Keep Board apprised of agency operations, changes, and problems.
- e) Monitor Board/Committee activities and attend committee meetings.
- f) Helps the Board articulate its own role and accountabilities and that of its committees and individual members and helps evaluate performance regularly.

- g) Works with the Board President / Chair to enable the Board to fulfill its governance functions and facilitates the optimum performance by the Board, its committees and individual Board members.
- h) With the Board President / Chair, focuses Board attention on long-range strategic issues.
- i) Manages the Board's due diligence process to assure timely attention to core issues.
- j) Works with the Board officers and committee chairs to get the best thinking and involvement of each Board member and to stimulate each Board member to give his or her best.
- k) Recommends volunteers to participate in the Board and its committees.

6. Fiscal Management

- a) Manage day-to-day fiscal operations.
- b) Submit monthly and quarterly financial reports to the Board and grantors (as required).
- c) Review and approved all monthly and quarterly reports and documentations to substantiate those reports.
- d) Submit bills and expenditures to the Board Treasurer for reimbursement and accounting.

7. Finance and Budget

- a) Responsible for preparing and submitting the HCCA annual budget for board approval.
- b) Oversees all expenditures as per budgetary guidelines.
- c) Offer monthly, quarterly, and annually updated to the Board of Directors about "actual vs. budget" comparisons.
- d) Fiscal activities of the organization including budgeting, reporting and audit.
- e) Works with Board to ensure financing to support short- and long-term goals.
- f) Helps guide and enable the Board, its fund development committee(s) and its individual Board members to participate actively in the fund development process.
- g) Helps the Board and its development committee design, implement and monitor a viable fundraising plan, policies, and procedures.
- h) Participates actively in identifying, cultivating and soliciting donor prospects.
- i) Assures the availability of materials to support solicitation.
- j) Assures the development and operation of gift management systems and reports for quality decision-making.

8. Income

- a) Supervise and obtain board approval of allocation of incoming monies.
- b) Supervise bookkeeper in billing and collection of membership dues, fees for facility use, and all other account receivable/payable.
- c) Assist with collection of membership dues and fees.
- d) Maintain analysis of members' accounts.
- e) Keep records of the income, including gifts, endowments, memorial funds, etc.

9. Expense

- a) With Board approval, supervise all expenditures according to budgetary guidelines.
- b) Supervise personnel working in this area.

- c) Maintain overview of HCCA financial health; avoid unnecessary duplication of expenditures.

10. Fundraising

- a) Helps the Board and its development committee design, implement and monitor a viable fundraising plan, policies, and procedures.
- b) Provides staff/volunteers for fundraising.
- c) Leads all fundraising efforts and activities.

11. Resource Development and Maintenance

- a) Research and prepare grant proposal and other funding applications.
- b) Develop and maintain a donor base for both monetary and non-monetary resources.
- c) Develop and maintain a donor tracking system.
- d) Work with Board in any fundraising events or activities.

12. Membership

- a) The ED is responsible for promoting the well-being of HCCA membership:
- b) Coordinate and support recruitment and retention of HCCA members.
- c) Handle all financial issues of members, including dues, promote image of HCCA as caring, courteous, HCCA.
- d) Maintain membership records to include demographic data, HCCA use, etc.
- e) Communicate with Board President and/or Board of Directors regarding members' personal or institutional concerns.
- f) Issue membership reports regularly, or as requested by Board of Directors.
- g) Prospective and New Members
- h) Respond to inquire from all prospective new members
 - Arrange for private meetings with interested individuals or families.
 - Attend "new member open houses."
 - Prepare and distribute membership packets.
- i) Help orient and integrate new members to the HCCA community.

13. Facility Management

The ED is responsible for the appearance and smooth operation of HCCA building, ground, property, and equipment:

- a) Supervise HCCA security and liaison with facility users.
- b) Arrange for prompt repair or replacement of articles, as necessary.
- c) Assure that HCCA is protected to best advantage.
- d) Walk site weekly to assess conditions; keep building and grounds in proper state of appearance, cleanliness, and safety.
- e) Supervise custodial staff in maintenance, care, repair, and security of building.
- f) Coordinate with volunteers to maintain and improve building and grounds.
- g) Make recommendations to Board, as necessary, to insure implementation for improvements.

14. Property and Equipment

The ED is responsible for maintaining property and equipment in excellent condition.

- a) See that all property and equipment is clean, in good repair and in proper use.
- b) Anticipate, schedule, and authorize repairs, as necessary.
- c) Maintain schedule for replacing, updating, and maintaining equipment, property, and supplies.
- d) Establish and maintain accurate, current inventory of property, equipment, supplies, archived and stored material.
- e) Supervise custodial and office staff with regards to above.

15. Calendar: Facilities Scheduling and Use

- a) Maintain accurate, reliable and up-to-date master calendar for all HCCA programs and events.
- b) Schedule use of HCCA facility.
- c) Provide requested set ups.
- d) Attend and supervise all special events (to be determined on an event by event basis) to ensure smooth operation.
- e) Market HCCA facility usage/rental and oversee all aspects of facility use.
- f) Ensure that members/renters holding special events understand procedures and responsibilities.

16. Hmong Memorial Services

- a) Ensure the facility readiness for Hmong memorial services.
- b) Conduct pre-post facility inspection.
- c) Ensure and enforce the Memorial Service Facility Usage Policy.
- d) Provide staffing and be available to assist family members during memorial service.

17. Culture and Youth Programs

- a) Develop and schedule programs in accordance with specification and funding limitations.
- b) Hire, train, supervise, and evaluate culture instructors and/or youth staff.
- c) Manage and oversee program daily activities for effectiveness to develop improved methods.
- d) Promote, recruit, select participants, and volunteers using appropriate marketing methods such as letters, brochures, or presentations.
- e) Monitor and approves program expenditures ensuring that budget allocations are not overspent.
- f) Recommend to the Board to determine culture needs, priorities, and future programs.
- g) Confers to provide advice, problem solving assistance, answers questions, and recommend for appropriate solutions.
- h) Record/file keeping of all programs related activities.

18. Community and Public Relations

- a) Promote positive image of HCCA among staff, board members, volunteers, members, and the general publics.
- b) Oversee all public communications of HCCA committees.

- c) Help to make HCCA visible in neighborhood and community.
- d) Coordinate public relations with the purpose of recruiting volunteers, and increasing public awareness of HCCA programs and its goals and activities.
- e) Facilitates the integration of HCCA into the fabric of the community by using effective marketing and communications activities.
- f) Acts as an advocate, within the public and private sectors, for issues relevant to HCCA, its services and constituencies.
- g) Listens to clients, volunteers, donors, and the community to improve services and generate community involvement.
- h) Assures community awareness of HCCA's response to community needs.
- i) Serves as chief spokesperson for HCCA.
- j) Assuring proper representation of HCCA to the community.
- k) Initiates, develops, and maintains cooperative relationships with key constituencies.
- l) Develop and maintain relationships with all appropriate groups, agencies, and organizations, and any non-profits agencies and community services organizations.
- m) Oversee release of press packets and news releases, and follow-up of any media coverage.
- n) Approve all written public relations material printed by the agency.
- o) Be available for public speaking engagements.

19. Physical Demands/Working Conditions:

- a) This is a high-stress position based on full responsibility for HCCA operations. Plans and implements programs. Establishes strong and appropriate relationships with Board, committees, volunteers, staff, donors, clients, and HCCA members. Develops smooth and constructive relationships with staff, outside agencies, organizations, and individuals.
- b) Plans and meets deadlines. Maintains a flexible work schedule to meet the demands of the HCCA. Hours may be long and irregular.
- c) Conveys a professional and positive image and attitude regarding HCCA and the not-for-profit and for-profit sectors. Demonstrates commitment to continued professional growth and development.

Qualifications:

A Bachelor's Degree in Public Administration, Business, Human Services, or related field is required. Master's degree is preferred. Minimum of 5-year experiences in management level position. Knowledge or understanding of the Southeast Asian community. Strong written or oral communication and public speaking. Ability to interface and engage diversity. As Executive Director, this individual demonstrates critical competencies in four broad categories: commitment to results, business savvy, leading change, and motivating.

Commitment to results: The ED is a system thinker who is customer focused and goal driven. This individual identifies relevant information and helps transform this information into individual and organizational knowledge and learning. The ED understands that it is no longer enough to just "do a good work." S/he must be action oriented and innovative. S/he translates broad goals into achievable steps. S/he anticipates and solves problems and takes advantage of opportunities, is a self-starter and team player.

Business Savvy: As HCCA's leader, this position requires an individual with knowledge of and experience in management and administration. This position requires demonstrated experience in integrating and coordinating diverse areas of management.

- a) Knowledge in the following areas is required: human resources, finance and personnel, oral and written communications, planning and evaluation, and governance.
- b) Some experience in the field of fundraising, not-for-profit management and governance, and community relations is preferred.
- c) A high level of personal skills is required to make formal, persuasive presentations to groups and to deal effectively with people from all segments of the community.

Leading change: The Executive Director possesses the skills and implements the functions of a leader. S/he shares HCCA's values, mission, and vision. S/he consistently display integrity, model behavior, develops people, and build teams with courage. This individual deal effectively with people, demanding situations and designs and implements interventions.

Motivating: The ED manages continuity, change and transition. This individual knows how to influence and enable others. S/he addresses the impact of attitude and action on the HCCA and its participants. Constantly push for quality results and making the best use of resources to benefits agency, members, clients, and at-large community.

To apply, please send your cover letter, resume and references to:

HCCA
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