

If you're interested in applying for this position please email your cover letter, resume, and references to:

Marcial Rosado Human Resources Director  
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## Job Description

**Job Title:** Deputy Executive Director  
**Division:** Administration  
**Effective Date:** September 14, 2021  
**Exemption Status:** Exempt; F/T

### Position Summary:

Provide agency-wide leadership in the areas of program development, internal and external collaboration, continuous quality management and program support, and supervision of Facilities, Information Technology and Planning & Development Departments to ensure that the agency achieves its objectives of empowering and serving residents in our service areas who have low incomes.

### Authority:

The Deputy Executive Director is selected, placed into the position and supervised by the Executive Director.

### RESPONSIBILITIES:

- Provide support to Department Directors.
- Initiate and assist in the development and expansion of programs.
- Facilitate collaboration among departments to improve outcomes and opportunities for participants/clients.
- Assist Department Directors to create new systems or initiatives to improve service delivery.
- Act as a convener and leader of collaborative grant application and projects with other organizations.
- Support Department Directors in the use of the ROMA system.
- Ensure that the Executive Director is informed of program developments.
- Attend meetings and represent Springfield Partners to the public and to funding sources as appropriate to the position.
- Develop and maintain professional expertise by attending meetings, conferences and trainings as appropriate and available.
- Work closely with the Executive Director and the senior administration team to ensure the fulfillment of the overall mission of the agency.
- Ensure Springfield Partners' flexibility in responding to the needs of people with low incomes by performing other duties as assigned by the Executive Director.
- In partnership with the ED, lead ongoing and inclusive learning, evaluation and strategic planning efforts, including the triennial Community Assessment Report & Strategic Plan (CARSP), with the overall goal of maximizing the impact of Springfield Partners work over time.
- Along with Human Resources Manager and other Management Team members, ensure that staff receive timely and appropriate training and development.

- Ability to build and maintain relationships with a wide array of people – junior and senior, for-profit and nonprofit, and from diverse backgrounds.
- Other duties as assigned

#### Management of Information Technology/Systems

- Work with agency staff to develop strategies and plans to enhance client services, improve user effectiveness, and foster innovation.
- Communicate regularly with executive management, IT Committee, Board of Directors and all users of information services and systems.
- Develop standard operating procedures and best practices, including providing written protocols and guidance to IT staff and to end-users.
- Ensure the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades.
- Oversee provision of end-user services, including help desk and technical support services.
- Oversee smooth operation of office systems, including all equipment and information technology and ensure an office environment that is optimized to meet the needs of staff and program participants.
- Oversee data systems that are optimized to support workflow, documentation, reporting and evaluation.

#### Facility Management

- Ensure that the organization has the most suitable working environment for its employees and their activities.
- Prepare documents to put out tenders for contractors;
- Project management and supervising and coordinating the work of contractors
- Calculate and compare costs for required goods or services to achieve maximum value for money;
- Plan for future development in line with strategic business objectives
- Ensure the building meets health and safety requirements and that facilities comply with legislation;
- Plan best allocation and utilization of space and resources for new buildings, or re-organizing current premises
- Respond appropriately to emergencies or urgent issues as they arise.
- Manage the organization in the absence of the Executive Director

#### Planning and Development

- Primary responsibilities include coordination and implementation of agency program planning and development and coordination of agency resources.
- Responsible for the preparation, coordination and processing of all grant applications, contracts, requests for proposals and contracts compliance
- Acts as a staff liaison to the Planning Committee
- Strengthens existing and proposed programs and services through integrating resources available within the agency, as well as supporting joint and collaborative programs involving other organizations and stakeholders. Provides other support to programs including data research and program review and evaluation.

- Collaborates with agency programs and administration to establish goals and priorities for program funding and future partnerships
- Oversees the development and implementation of targeted media and marketing strategies for community partnerships
- Promote Springfield Partners for Community Action services to the City of Springfield residents.
- Develop relationships between Springfield Partners and key community leaders and organizations, including but not limited to local and state organizations, faith-based organizations, individuals and educational institutions.
- Participate in contract and grant negotiations with Federal, state and local grantors as needed.
- Ensure compliance with laws, regulations, contractual and grant obligations, Community Services Block Grant reporting and planning requirements.
- Research federal, state, and local sources of funding and assess match to program and agency needs and capacity.
- Participate in Management Team meeting and decisions as appropriate, prepare and deliver reports to the ED and the Board of Directors.

### **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 in business, non-profit management, social services or related field; Master's degree preferred
- A minimum of seven (7) years full-time equivalent relevant experience in position of similar responsibility.
- Demonstrated budget and contract management skills.
- Demonstrated understanding of logic models and measurement of outcome and customer satisfaction.
- Comprehensive understanding of data management issues, including tracking, reporting, monitoring, management, customer satisfaction, and program evaluation.
- Expert in the management of information technology, including hardware, software, troubleshooting and upgrades.
- Experience as a leader in building collaborative relationships
- Must possess exceptional organizational and time management skills with the ability to monitor and prioritize work load and meet strict deadlines with attention to detail and accuracy.

- Expert interpretation and problem-solving skills.
- Advanced organizational and analytical skills (quantitative and qualitative)
- Ability to pose strategic questions and serve as a thinking partner who formulates alternate approaches.
- Skill in working with a voluntary Board of Directors to promote the goals of the agency and facilitate their role in development and planning activities
- Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes.
- Commitment to Springfield Partners mission; sensitivity to issues affecting people with low incomes.
- Sensitivity to, and ability to maintain, confidential information.
- Excellent computer skills (word processing, spreadsheets, 10-key calculator, e-mail and Internet)
- Able to operate basic office equipment (fax, copier, postage meter)
- Ability to work in a professional manner both independently and with others in a team environment.
- Pleasant and engaging personality.
- Possession of a valid driver's license and reliable transportation preferred.

### **LANGUAGE SKILLS**

- Ability to speak multiple languages desired.
- Ability to read/write correspondence.
- Strong interpersonal and communication (written & oral) skills.
- Understand and follow oral and written directions.
- Ability to effectively present information and respond to questions from employees, clients and vendors.
- Attentive to detail; ability to proofread and edit documents, and ensure that all products are professional.

### **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 walk and talk or hear.
- The employee frequently is required to use hands to type, finger, handle, or feel; reach with hands and arms.
- The employee is frequently required to sit and occasionally stand;
- The employee is frequently required to work on a computer.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance 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.

- Employee will be working in an office environment.
- Employee will be occasionally working in an outside environment.
- While performing the duties of this job, the employee is regularly exposed to inside weather temperatures and conditions and occasionally exposed to outside weather temperatures and conditions.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. Springfield Partners for Community Action, Inc. management reserves the right to amend and change responsibilities to meet business and organizational needs.