

**Date:** 2022

**Position Title:** Director of Program Operations

**Division:** EMDC Administration

**Level:** 2 - Senior Management

**FLSA Status:** Exempt

**Reports To:** President & CEO

**Primary Office:** Bangor, Maine

**Position Summary**

Under the overall direction of EMDC's President & CEO, the Director of Program Operations is responsible for the overall organization, administration, staffing, and leadership of the EMDC's economic, business, community, lending, and workforce development programs. The Director provides technical support and mentoring to EMDC program employees. The Director will work closely with other senior management staff to develop and deliver services, which will directly benefit the agency's clients.

**Essential Functions**

* Prepares program budgets and implementation plans for Board approval.
* Creates and monitors all program, budget, and service plan components of each EMDC program.
* Evaluates, expands, improves, and develops EMDC's programs and services consistent with the mission of EMDC to ensure that the organization meets objectives and to determine potential program improvement or policy needs.
* Implements corrective action plans to solve organizational or departmental problems.
* Works closely with funding agencies to provide reports and analysis on program(s) performance and budgets.
* Works with senior management team members to develop a shared vision, policies, service delivery resources, and improved programs and services of the overall agency.
* Supports individual staff members by establishing and implementing goals and providing direction as to the future of EMDC programs and services and the agency as a whole.
* Serves clients, partners, and government agencies in an honest, professional, effective, and efficient manner as a representative of EMDC.
* Assists staff and evaluates systems to ensure that organizational mission, vision, and performance goals are being met.
* Anticipates and provides recommendations regarding staffing needs to meet the workload and contractual obligation of current and future work.
* Performs duties and tasks as assigned by the President.

**Job Requirements**

* Focused on teamwork and integration of existing services.
* Experience and knowledge in managing multiple large budgets and program delivery systems in the same period.
* Excellent communication skills, both written and verbal.
* Ability to facilitate large and small groups for problem-solving.
* Possess strong organizational skills and the ability to meet deadlines.
* Ability to work well with customers, co-workers, and supervisor.
* Understanding of all EMDC funding programs, legislation, regulations and program policies.
* Knowledge of community and human services agencies and resources.
* Provide leadership and direction to staff.
* Ability to meet goals in a fast-paced environment.
* Valid driver's license required with regular access to own vehicle.

**Core Competencies**

**Communication** – Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, and shares information and ideas with others. Listens attentively to others, asks clarifying questions, stays open to other viewpoints, and manages distractions and interruptions.

**Problem Solving** - Breaks down problems into small components, understands underlying issues, can simplify and process complex issues, and understands the difference between critical details and unimportant facts.

**Computer skills –** Skilled in the use of computers, adapts to new technology, learns new programs quickly, uses computers to improve productivity.

**Customer service** - Handles customer questions and complaints, communicates with customers, handles service problems politely and efficiently, is always available for customers, follows procedures to solve customer problems, understands company products and services, and maintains a pleasant and professional image.

**Dependability** – Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.

**Integrity/Ethics** – Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, and conveys good news and bad.

**Teamwork** – Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers, and promotes a team atmosphere.

**Position Competencies**

**Budget costs and controls** - Plans for and uses resources efficiently, always looks for ways to reduce costs, creates accurate and realistic budgets, tracks and adjusts budgets, and contributes to budget planning.

**Decision Making/Judgment** - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

**Leadership** - Leads through change and adversity, makes the tough call when needed, builds consensus when appropriate, motivates, and encourages others.

**Managing Conflict** - Listens well, diffuses conflict before it starts, finds causes of and solutions to problems, and handles difficult people.

**Managing Performance** - Applies clear/consistent performance standards, handles performance problems decisively and objectively, is direct but tactful, and provides guidance and assistance to improve performance.

**Job Knowledge** - Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.

**Planning** – Develops realistic plans, sets goals, aligns plans with company goals, plans for and manages resources, creates contingency plans, and coordinates/cooperates with others.

**Education & Experience**

Bachelor’s degree and relevant combination of education, training, and a minimum of 5 years professional experience in employment and training services, including previous responsibility for fiscal management, policy development, and program management.

**Working Conditions**

General business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday, though exempt positions will typically require work to be performed outside general business hours. Work is generally performed in an indoor, professional office environment.

While performing the duties of this job, the employee is regularly required to sit and talk or listen and regularly required to use a keyboard for typing. The employee is often required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The employee must travel to different locations and must be able to provide own transportation.

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.

**Eastern Maine Development Corporation is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other status protected by law.**