ORGANIZED COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION: SERVICES MANAGER

Supervisor: Executive Director
Exempt Status: Exempt
Terms of Employment: Regular Full-Time

Essential Duties & Responsibilities:

Responsible for the coordination of all services and programs within the Agency except Weatherization, Fatherhood, Housing, and Head Start.

General Staff Responsibilities:

1. Demonstrate commitment to the mission, values, and policies in the performance of daily duties.
2. Participate in staff meetings, training sessions, conferences, and workshops as assigned.
3. Be a contributory team member in a positive/productive manner.
4. Keep current and accurate records.
5. Improve self-skills and education.
6. Maintain confidentiality as it relates to staff and customer information.
7. Provide reports as required.
8. Communicate and work closely with other programs, agencies, civic and private groups to provide necessary needs to the target groups we serve.
9. Assume any other duties assigned by the Executive Director.

Other Requirements

1. Communicate effectively with staff, customers and the public by phone, face-to-face, one-on-one, and in group settings.
2. Supervise and provide training to staff.
3. Monitor county offices and see that centers are properly maintained.
4. Review all program applications and maintain program balances to prevent over-expenditures.
5. Fluent in English, both written and verbally.
6. Be able to travel at any given time.
7. Assist county coordinators when needed and make frequent center visits.
8. Assist target area customers as needed.

Qualifications

1. Must have a B.S. degree in Human Services or Social Work.
2. Management, administrative, and community service experience preferred, at least 3-5 years.
3. Must have a valid driver's license. Ability to drive an Agency or private vehicle.

4. Must be able to travel, local and out of area, when required.
5. 3-5 years of experience in developing and supervisory management systems.
6. Current physical examination and TB screen documentation upon hire.

Physical Demands:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation 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; use hands to finger, handle or feel objects, tools, or controls, reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to walk and stoop, kneel, crouch or crawl. The employee is occasionally required to stand and climb or balance.

The employee must regularly lift and/or move up to 10lbs., frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those and 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.

Non-Discrimination Policy:

It is the Policy of this Agency to be customer and service oriented and to require employees to treat customers in a courteous and respectful manner at all times.

Employees must understand that our customers come first and they are the primary source of the organization's income. All employees have an obligation to represent the Agency in a positive way and to make customers feel as comfortable as possible in dealing with the organization.

We provide equal opportunity in all aspects for services rendered to our customers. All employees will not discriminate against any customer because of their race, color, religion, sex (including pregnancy, childbirth and related medical conditions), national origin, age (40 and over), citizenship, physical or mental disability, military obligations, gender identity, genetic information or any other basis of discrimination prohibited by law.

Violations of this policy will not be permitted and will result in disciplinary action up to and including termination.

The Agency has appointed its Human Resource Manager as its EEO Officer to oversee compliance with this policy.

I have read and understand the responsibilities and requirements of my job description. By signing my job description, my signature verifies that I accept and agree with my responsibilities and requirements.

_____ _____

Signature Date

_____

Print Name

REVISED SEPTEMBER 2020