



# Job Description

**Job Title:** Program Director

**Department:** Corporate

**FLSA Status:** Exempt

**Reports to:** Executive Director

**Approved By:** Executive Director

**Wage:** Exempt 1

## Summary

The Program Director has the primary responsibility for planning, supervising, coordinating, and evaluating the activities of and staff assigned to your specific Program. He/she ensures compliance with Federal or state regulations and WYO HELP policies and standards.

## Responsibilities

1. Provide the highest level of customer service for both internal and external customers.
2. Uses authority of position to make independent decisions to effect successful transactions with customers, ensuring the agency's reputation as a leader in excellence.
3. Commits to accuracy, quality, and confidentiality.
4. Understands and continuously practices agency policies and procedures in personnel management and program operations compliance.
5. Establishes work plans and caseload.
6. Assigns duties and responsibilities. Coordinates activities of staff to ensure compliance with grant conditions, agency standards and policies. Maintains job results by orienting and training staff; coaching, counseling, and disciplining employees including monitoring and appraising job results. Advises employees on problem resolution.
7. Designs and maintains systems for appropriate documentation, record keeping and reporting. Collects, analyzes, and summarizes customer data on goal achievement.
8. Set goals with the team and execute implementation of goals.
9. Prepares regular reports for management and funding sources.
10. Reviews and assists with funding applications, work plans, and annual budgets.
11. Ensures program expenses and budget remain in compliance during the program year.
12. Reviews and updates standard operating procedure manual, program brochures, application, etc. as needed.
13. Maintains professional and technical knowledge by attending educational workshops, reading publications, and online professional journals, along with establishing networks and participating in professional groups.
14. Assesses customer satisfaction of services provided by designing and implementing satisfaction surveys and other research tools and analyzing and interpreting results. Applies feedback to improve staff performance and service or system improvements.
15. Participates in designing and implementing fund raising activities.
16. Research and partners with management on grant applications.
17. Performs related duties as assigned by the Executive Director to ensure program goals are met, agency policies are followed, and agency performance standards are achieved at the highest level.
18. Measures all activities and staff performance to the mission of the organization to ensure that we are fulfilling our mission.
19. This person will supervise employees in their assigned program which may include shared staff who serve multiple programs. Supervisory responsibilities are to be conducted in accordance with agency's policies and applicable employment laws. Duties include interviewing,



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recommending for hire, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## REQUIRED QUALIFICATIONS

1. Bachelor's Degree or Associates degree in related field.
  - a. High School Diploma or GED may be accepted with 2 years' experience as program director. Preference given to having 3 to 5 years professional experience working with economically disadvantaged individuals and families. Preference given to 2 years or more of supervisory experience.
2. Professional personal presentation and attire.
  - a. Dresses according to dress code policy.
3. Professional language skills.
  - a. Speaks clearly in a manner that is easily understood and is acceptable to people of varied backgrounds.
4. Customer Service experience.
  - a. Makes customer feel welcome and valued.
  - b. Addresses customer concerns or complaints with empathy and professionalism while following all relevant agency policies.
5. Ability to operate word processing, spreadsheet, data management, and scheduling programs.
6. Supervisory and Operations experience preferred.
7. Strong communication and leadership skills – position requires ability to interact and communicate with staff, volunteers, and community.
8. Strong organization and time management skills required.
9. Able to work as a collaborative team member in delivering customer service.
10. Able to accept responsibility and account for his/her actions and those of their staff.
11. Able to make critical decisions while following company policies and procedures.

If no qualified candidates are available other candidates may be considered but will receive non-qualified pay until proving competent in all areas listed above.

## Requirements to become Qualified if no previous experience or not qualified

1. 2 years on the job experience and designated competent in all areas of responsibility.
2. Completed 90-day probation period.
3. Completed Introduction to CSBG grant class.
4. Completed at least 1 ROMA training class.
5. Completed Bridges Out of Poverty Class.

## Statements

"We are an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status."

WYO HELP complies with federal and state disability laws and makes reasonable accommodations for applicants and employees with disabilities. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact 307-532-0269.