

Cache County American Red Cross

POSITION DESCRIPTION

Position Title: Cache County Service Center Manager
Reports To: Executive Director, Northern Utah Chapter
Supervises: Client Services Associate

Job Summary:

Under the Director of the Northern Utah Chapter Executive Director and in collaboration with the Cache County Leadership Council and leadership staff members in the Chapter headquarters office, the Cache County Service Center Manager is responsible for fundraising events and donor relations, community relations, and service delivery in Cache and Rich Counties. Additionally, this position is responsible for oversight of the Service Center's resources and operations and supervision of the staff and leadership volunteers. Incumbent directs a minimum of 50% of his or her time towards fundraising, marketing and community relations efforts. The additional 50% will be in Service Center oversight and service delivery.

Major Duties and Responsibilities:

Included, but are not limited to -

Service Center Management and Community Relations

- Has overall responsibility and accountability for the Service Center's public presence in the community including developing and maintaining cooperative and collaborative relationships with local government, private, and non-profit agencies to ensure the Red Cross fulfills its disaster Services mission. Establishes and maintains relationships with other local disaster response and assistance agencies (fire, police, churches, etc.), regarding disaster preparedness and response;
- Develops and provides leadership for a strong Community Leadership Council that is committed to building the capacity of the Cache County Red Cross.
- Provides leadership to Service Center volunteers, ensuring that volunteers are in-processed in a timely way, volunteer issues are handled appropriately, volunteer data is efficiently maintained, volunteers are thanked and recognized, and volunteer management practices are well-coordinated with the Chapter Office Headquarters;
- With support from the Chapter office headquarters' finance department Executive Director, plans and oversees budget and expenses for the Center office;
- Ensures thorough knowledge and understanding of the America Red Cross mission, and Chapter goals, objectives, policies and priorities. Communicates these goals and priorities to volunteers and the community;
- Submits story ideas to the Financial Development Director for web site updates and publications;
- Ensures adequate staffing and phone coverage in the Service Center office;
- Ensures the Service Center's compliance with corporate and Chapter policies as well as applicable federal, state and local laws and regulations;
- Collects and compiles required statistics and assists with preparing reports as needed;
- Ensures supervisor is adequately informed of any significant or recurring problems;
- Performs other duties as requested or assigned.

Local Fundraising

- In partnership with the Council, manages special events, including setting goals, soliciting sponsorships, and implementing events;
- Manages the Service Center's relationships with local United Way, including working with Chapter Finance and Development staff to coordinate the applications process, providing necessary reports, etc.;
- Proactively cultivates relationships with corporate and individual donors in Cache and Rich Counties, ensuring that fund development activities are well coordinated with Chapter's Development team.

Service Delivery

- Responsible for ensuring service delivery that is commensurate with community needs and community support, including a high level of customer service in all lines of service provided through the Service Center;
- With support from the Chapter's Health and Safety team, markets preparedness classes in Cache and Rich Counties, ensuring that annual program goals are achieved and the Service Center's health and safety program generates sufficient revenue to cover all of its direct and indirect costs;
- Ensures that local health and safety courses are taught in compliance with Chapter and National ARC guidelines, and provides materials and support to volunteer instructors to ensure their success;
- Organizes, supports and schedules local Disaster Action Teams (DATs) to ensure trained Red Cross volunteers can respond immediately to local disaster on a 24/7 basis;
- As a back-up to volunteers, provides direct assistance to disaster clients. Oversees client assistance provided by volunteers;
- Ensures that volunteers routinely inventory and maintain local disaster response supplies, equipment, facilities and vehicles and reports this information as requested to Chapter's Emergency Services Director;
- Trains and oversees volunteers to establish and maintain local agreements and community resources guide to include disaster shelters, kitchens, service centers, staging areas, supplies and equipment resources, hotels-motels, social services agencies, retail stores and restaurants, etc.;
- Ensures that local volunteers' DSHR profiles remain current and assists with performing DSHR call-outs as requested;
- Coordinates the "Get To Know Us Before You Need Us" program in Cache and Rich counties and assists in the training of volunteers to provide presentations to military members, their families, and community groups;
- May drive Chapter vehicles in inclement, day/night weather conditions;
- May occasionally work long hours over multiple days during a disaster response affecting multiple families;

Requirements:

Education: Bachelor's degree in social sciences, business or public administration or related field or a combination of training and experience in nonprofit management that would indicate the ability to successfully accomplish the duties and responsibilities.

Experience: A minimum of three years of demonstrated successful fundraising and community relations experience. A minimum of three years of successful management/supervisory experience, preferable in a non-profit environment.

Knowledge, Skills and Abilities:

- Demonstrated ability to motivate participation and cooperation of employees and leadership volunteers;
- Familiarity with effective fundraising principles and practices;
- Excellent leadership skills, including the ability to delegate work to and lead volunteers and achieve results through their actions;
- Results oriented and focused;
- Highly organized and able to work on multiple projects concurrently and consistently;
- Strong attention to detail and ability to work with a high degree of accuracy;
- Good case management skills, including ability to effectively advocate for clients;
- Ability to work well with diverse individuals including staff, volunteers, constituencies and clients;
- Project management skills, including the ability to plan and implement short-term and long term projects;
- Ability to develop and maintain productive, collaborative relationships with internal chapter staff, mutual aid chapter, and with organizations and agencies throughout Cache and Rich Counties;
- Refined problem-solving and analytical skills and the ability to establish and adjust current conditions;
- Ability to work effectively under periodically stressful and /or difficult field response conditions;
- Excellent interpersonal, oral and written communication skills, including public speaking, instructing, coaching, consulting, negotiating and influencing others;
- Knowledge of effective media relations;
- Positive and professional attitude, appearance and demeanor, and the ability to serve as a professional role model internally and in the community;
- Excellent problem solving skills;
- Ability to work well independently, as well as a member of the multiple teams;
- Proficiency with MS Office Software (Word, Excel, Access, Outlook and PowerPoint);
- Strong initiative and ability to work well with minimal supervision;
- Ability to carry a pager and respond during and after hours as necessary.

Other Requirements:

- A valid Utah driver's license and a clean driving record;
- Ability to pass a criminal background check.

Wage:

- **\$10- \$12 per hour**

FLSA Classification:

- **Non-Exempt**

Please send cover letter and resume to American Red Cross of Northern Utah, 2955 Harrison Blvd., Suite 204, Ogden, Utah 84403 or email to humanresources@redcrossutah.org

Closing Date: May 30, 2008

The American Red Cross is an Equal Opportunity Employer.