

**WILL COUNTY CENTER FOR COMMUNITY CONCERNS
2455 GLENWOOD AVENUE
JOLIET, IL 60435**

JOB TITLE: Director of Programs

STATUS: Full Time Exempt

REPORTS TO: Executive Director

Essential Job Functions and Duties:

- Collaborate with the Executive Director regarding new program designs and implementation
- Assist the Executive Director in development of operating budgets and financial plans to support all program requirements
- Provide regular and timely updates to the Executive Director regarding major programmatic events as well as the progress, needs and overall status of programs
- Define scope, goals, and deliverables that support goals in collaboration with senior management and stakeholders
- Liaise with program stakeholders (e.g., funding sources, executive management, and senior program management and team members) on an ongoing basis
- Oversees program operations to ensure effective management of day to day issues, successes and challenges that arise
- Supervise program operations and administration to ensure quality and impact
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion
- Manage and direct all phases of multiple programs from requirements analysis and initial planning through to successful product delivery, client interaction, and contract close out
- Establish and adhere to program master plans and schedules, identify program problems, obtain solutions, and direct allocation of resources
- In consultation with the Executive Director, responsible for the selection, hiring, coaching, and discipline of the program employees
- Provide oversight to management team to ensure that record keeping, filing, reporting, and client eligibility are in compliance with grant guidelines
- Coach, mentor, motivate and supervise team members and influence them to take positive action and accountability for their assigned work
- Oversee development of trainings/certification opportunities for staff

- Provide customer service when necessary, ensuring that unresolved client issues are brought to the attention of the Executive Director
- Develop outreach protocols
- Responsible for developing and submitting press releases for programs/agency
- Manage internal and external customer relationships
- Other duties as assigned and/or as needed to ensure proper functioning of programs
- Oversee the scheduling of outreach events/expos and development of outreach materials
- Perform special assignments and projects as needed and/or assigned

Job Requirements:

- Bachelor's Degree in related field or 7 years NFP experience with 3 years supervisory experience
- Impeccable communication skills
- Strong organizational skills
- Ability to multi-task and manage multiple projects at once
- Demonstrate initiative and make decisions in the best interests of the organization
- Computer skills including proficiency with word processing, spreadsheets, email, internet and social media
- Understanding of ability to work effectively with diverse populations, as well as community leaders, board members, staff and volunteers
- Valid IL Driver's License/Insurance
- Ability to travel as necessary

Please submit resumes to mpool@wcccc.net no later than Friday, February 10, 2017.

Will County Center for Community Concerns is an Equal Opportunity Employer