

JOB DESCRIPTION

PROGRAM: Administration & Planning
JOB TITLE: President & Chief Executive Officer (CEO)
JOB CLASSIFICATION: Exempt
PAY GRADE/SALARY: As determined by the STEP Board of Directors

JOB SUMMARY

The President & CEO of STEP has the highest responsibility for the organizational culture, fiscal health, and strategic and operational development of a multi-faceted non-profit community action agency, whose mission is to engage diverse individuals, families, and communities in the pursuit of social and economic success. Visionary leadership and professional adaptability from the President & CEO will help guide STEP to address ever-evolving community needs. The proactive attainment of available and changing federal, state, and local resources will be maximized through coordination within the organization and collaborations in the community. Effective organization and oversight of administrative processes such as fiscal, human resources, information technology, and program operations will assure both a productive and positive work environment, and fiscal soundness. The President & CEO's lead by example direction of the agency-defined Pathways to Success for individuals, families and communities will foster the following: success in school and life; safe and affordable homes; employment and self-support; increased resources and development; and independence, dignity, and choice throughout life. The President & CEO will work collaboratively with the STEP Board of Directors to define STEP's mission and programs, monitor its activities to ensure they further STEP's mission and vision, and set organizational-wide policies. Additionally, the President & CEO will work together with the Board to monitor STEP's finances, ensuring they are being managed appropriately according to legal and funder requirements, as well as manage risks and safeguard assets.

SUPERVISORY RELATIONSHIPS:

Reports To: The STEP Board of Directors
Supervises: STEP Chief Financial Officer, Chief Operations and Planning Officer, Chief Information Officer, Chief Human Resources Officer, and Executive Assistant

ESSENTIAL QUALIFICATIONS:

- Bachelor's degree in business or related field or any combination of education and experience sufficient to demonstrate successful leadership in nonprofit management;
- A minimum of ten years of professional management, and/or related experience, preferably in non-profits or government;
- Demonstrated experience leading diverse work teams, developing a system-wide strategy for program and organizational excellence, and engaging staff;
- Strong knowledge of English grammar, punctuation and spelling as demonstrated by above-average writing skills;
- Proficiency with computer systems, preferably Microsoft Office Suite and extended components; and,

JOB DESCRIPTION
President & Chief Executive Officer

- Strong communication skills including listening, understanding, informing, and speaking; amiable disposition and ability to remain professional when dealing with internal and external customers.
- Possess interpersonal skills necessary to deal effectively and courteously with the clients, staff and public.

GENERAL REQUIREMENTS

- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and Sex Offender Registry check current prior to employment; and Motor Vehicle Record check.
- Recognizing and Reporting Child Abuse training completed within 90 days of hire.
- Valid driver's license and an adequately insured vehicle available for daily use.
- Mental and physical ability to perform essential job functions without health restrictions, including the ability to sit for long periods of time, stand, lift, and carry up to twenty pounds, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges and a clear speaking voice.
- Ability to work in a constant state of alertness and in a safe manner and maintain the standard of care that is appropriate for this position
- Professional knowledge and skill levels are kept up-to-date to meet the needs of the position.
- Be willing and available to work nontraditional hours, as needed.
- Participate in job-related trainings.

RESPONSIBILITIES:

❖ **Personal and Professional Responsibilities:**

- As the leader, the STEP President & CEO must have unwavering adherence to and demonstration of STEP's policies, standards, core values, code of ethics, and organizational culture goals, including but not limited to: integrity, honesty, confidentiality, needs, professionalism, and cultural sensitivity.

❖ **Fiduciary and Legal Responsibilities:**

- The STEP President & CEO has the duty of care and of loyalty in making factual, orderly, and deliberative business decisions that are made in the best interests of STEP, its staff and volunteers, and/or its customers; and,
- The STEP President & CEO must follow all applicable laws and requirements when making certain business decisions and should seek legal counsel when appropriate. These decisions may include, but are not limited to, establishing personnel and fiscal policies, hiring, discipline, and termination actions, Family and Medical Leave Act decisions, STEP's 403(b) Retirement Plan Administration, and salary/wage and benefit decisions including healthcare and other ancillary benefits.

❖ **Strategic Vision and Leadership:**

- In collaboration with Board and key management personnel, devise strategic plans and goals for the organization that are visionary, obtainable, and reflective of the mission;

JOB DESCRIPTION
President & Chief Executive Officer

- Ensure that priorities, staff, and component plans and budgets are aligned with STEP's mission and strategic plan;
- Provide inspirational leadership and direction to administrative and program leaders to ensure the continued development and management of a professional and efficient organization;
- Establish effective decision-making processes that continually move STEP along identified strategic pathways to successfully fulfill the mission;
- Exemplify the flexibility needed to adjust to changing needs, environments, and resources, and encourage, engage, and seek feedback from staff to embrace needed changes in goals, strategies, and methods of operation;
- Displays a keen ability to effectively handle crisis management issues, including but not limited to operational emergencies, safety and security matters, and working with the administrative team to identify and train for emergency succession;
- Maintain organizational focus on both external and internal customer success and satisfaction throughout all operational endeavors; and,
- Cultivate strong and transparent working relationship with the Board of Directors, and through open communication and provision of information and insight, assist the Board of Directors to govern effectively.

❖ **Fiscal, Operations, and Infrastructure Oversight:**

- Oversee and ensure the financial health of the organization, including systems to develop and utilize budgets according to program priorities; ensure sound fiscal controls and risk management; manage assets. Strengthen and maintain stability within the Fiscal Department related to continuity, short- and long-term succession;
- Ensure the delivery of high-quality services at all times throughout changing needs, funding environments, and staffing patterns, while always managing and delivering services within current staffing capacity, but with a plan for future growth;
- Strengthen the organizational structure of program endeavors under comprehensive service areas identified as Pathways to Success, currently the Early Learning Pathway, the Housing Options Pathway, the Workforce Development Pathway, the Community Collaboration Pathway, and the Independent Living Pathway;
- Ensure a professional work environment through open and positive communication, and through human resource administration based on diversity, equity, inclusion, safety, consistency, comparability, and responsiveness to staff needs.
- Lead the organization in activities established to gather staff feedback on the culture and competitiveness of the organization, and within reason and as appropriate, take measures to help move the agency in a positive direction;
- Constantly strive for efficiency in service delivery and agency management through effective utilization of information technology and adoption of organizational best practices;
- Support and motivate the organization's staff; set the tone and lead by example in creating an innovative and positive organizational culture;
- Develop strategies to strengthen staff understanding of and commitment to agency values, core mission, and structure of services under its Pathways to Success;

JOB DESCRIPTION
President & Chief Executive Officer

- Facilitate cross-departmental understanding and collaboration; strengthen internal communications with staff throughout the organization; create and promote a positive work environment that supports consistency through the organization's strategy, internal and external customer focus, operational methods, and documentation of outcomes; and,
- Mitigate operational and agency risk by consistently and constantly reviewing, prioritizing, and addressing identified risks.

❖ **Resource Development:**

- Ensure STEP identifies and secures all appropriate and available federal, state, and local funding that will enhance and ensure efficient mission attainment;
- Develop and implement strategies to decrease reliance on traditional and historical funding streams by increasing unrestricted income through such avenues as building the endowments, individual contributions, drives, events, and program service revenue with a specific emphasis on Fundraising;
- Ensure quality of grant proposal narratives and budgets, compliance with regulations, outcome attainment, and required reporting to maximize the return on investment; and,
- Maximize resources for mission attainment through collaborations and partnerships with local organizations, individuals, and units of government.

❖ **Community Relations:**

- Be attentive to individual, family, and community needs; be responsive, and where appropriate, incorporate these needs into community assessment and strategic planning;
- Devise strategies to increase staff sensitivity to and awareness of diverse individual, family and community needs;
- Proactively educate the community to be knowledgeable of the value of STEP, and its contributions to the success of individuals, families, and communities;
- Devise and implement strategies to successfully brand and market STEP and its programs and services to individuals, families, and communities; and,
- As the face of STEP, be actively engaged in the community.