

Hospitality House of Owatonna

Executive Director

Position Overview:

In cooperation with and under the direction of the Board of Directors, the executive director will provide overall management, planning, and leadership of the organization. The Executive Director is responsible for supervision of staff and volunteers, operational planning, financial management, public relations, and ensuring the organization is meeting the stated mission. The Executive Director is to set and achieve quality in every aspect of the organization's operations.

Supervision:

- Provide staff with work schedules, adequate training, and performance management
- Manage and supervise cross training of all staff
- Maintain personnel file for all staff per typical HR guidelines (annual performance reviews, one-on-one meeting notes, objectives, time tracking for payroll, etc.)
- Create a positive organizational environment by promoting employee and volunteer participations, teamwork, cooperation, and a sense of ownership to achieve highest levels of morale, productivity, and quality service.
- Attract and develop, motivate, and retain volunteers and staff
- Articulate and model a set of principals and leadership that is well understood, widely supported, consistently applied, and effectively implemented throughout the organization

Facilities and Operational Management:

- Ensure that HHO meets local and state regulations covering health, safety, and capacity requirements
- Responsible for implementation and accuracy of policy and procedures
- Assist Program Manager in educating and supporting guests in understanding and adhering to HHO policies and procedures
- Assist Program Manager with guest intake as needed. Ensuring that all policies and procedures are completed
- Maintain and update By Laws of the organization, in cooperation with the Board of Directors
- Maintain minutes from Committee, Board of Directors, and Executive Committee

Financial Management:

- Maintain the fiscal integrity of the organization to ensure donor confidence
- Oversee day-to-day financial activity and reporting
- Review and approve invoices and billings as received
- Cultivate positive relationships with donors and funders to assure adequate financial resources
- Document and maintain complete and accurate supporting information for financial transactions
- Prepare reports for review by board of directors and attend monthly board and committee meetings
- Research and identify grants, and present grant opportunities, as appropriate
- Participate as needed with audits, grants, tax reporting, and bank reports
- Assist the Board in developing an appropriate annual and longer-term financial objective and lead the organization in the achievements of those goals

Public Relations:

- Represent the organization at community events and publicly acknowledge their efforts
- Working with the CERD Committee Develop an effective communication strategy and serve as chief spokesperson for the organization
- Provide input and or content for organizational newsletter, press releases, social media, and website
- Ensure that all relationships with guests, suppliers, volunteers, board members and community are handled in a manner consistent with the organization's values and mission
- Follow the vision and mission of the organization and lead the development and implementation of a long-term strategy that will meet the needs and objectives of the community
- Keep the Board President and members of the board fully informed on all aspects of the organization

Fundraising:

- Assist the CERD Committee in organizing, planning, and executing annual fund-raising event
- Educate the Board of Directors regarding their role in agency fund development
- Build and maintain strong relationships and partnerships with agency constituencies including but not limited to donors, foundations, volunteers, the faith community, and the business community.
- Work to maintain the integrity of the information in the donor database

Qualifications

- 4-year degree in business administration or non-profit management or similar degree; or equivalent combination of experience and education.
- Two or more years of experience as a supervisor is required
- Excellent communications skills, both written and verbal with the ability to effectively represent the organization and interact with staff, board, committee members, donors, and other internal and external audiences; public speaking is likely
- Strong interpersonal skills with people at all levels and in all settings relevant to the agency mission and the wider community
- Knowledge of and demonstrated commitment to diversity and community issues
- Strong computer skills, especially in Microsoft Office products
- Experience in fund raising, grant writing, and annual giving campaign
- Detail orientated, well organized, accurate and resourceful
- Professional customer relations skills
- Good delegation and follow-up skills
- Promote a positive working environment for staff, volunteers, and guests
- Ability to work independently and display cognitive thinking skills
- Acutely aware of the need for confidentiality regarding staff and guest information
- Some travel required; must have a valid driver's license, insurance, and clean driving record
- CPR/First Aid certified or willingness to secure these certifications after hire, successful passing of a criminal background check
- Available to work 40 hours/week, may include some evenings and weekend hours

Attributes:

- Strong commitment to the mission, diversity, equality, and inclusion
- An energetic team player
- High level of personal and professional integrity, ethics, and customer service
- Work with a spirit of optimism and fun
- Desire and ability to work with diverse people and organizations
- Initiative and a commitment to ongoing improvements
- Ability to work effectively both independently and as a part of a team