

Handi-Dogs Job Description

Updated 3-12-2019

Position: President/CEO (salaried, exempt)

Reports to: Board of Directors

Overview:

The position requires a self-directed individual to oversee and manage all aspects of this small business, within IRS parameters qualifying it as a 501(c)(3) non-profit organization. The position is accountable for all strategic, fiscal, human resource, program, administrative, and operational aspects of the business, while ensuring the organization's execution of its mission and long-term sustainability. The President/CEO will become a subject-matter expert within the service dog industry and community. To carry out the mission, the President/CEO must interact effectively with the board, staff, volunteers, clients, donors, businesses, foundations, and industry professionals.

Key Responsibilities:

Leadership & Management:

- Actively engage and energize staff, volunteers, board members, event committees, funders, partnering organizations, current and past students.
- Develop, maintain, and support a strong board of directors; serve as an ex-officio non-voting board member for Handi-Dogs and The Handi-Dogs Supporting Foundation.
- Implement the organization's short and long term goals as developed in conjunction with the Board.
- Lead, coach, develop and retain a high-performance staff.
- Represent the organization in the community, media, industry, and government.

Fundraising / Development / Marketing / Communications:

- Network throughout the community to increase awareness of Handi-Dogs and generate new individual, organization, and business donors and supporters.
- Increase revenue generating sources including building the donor base, maximizing donor retention, and increasing the average donation per individual donor, to meet program and operational needs.
- Write grants and source prospective new grant opportunities.
- Complete direct mailings, e-appeals, and social media campaigns to raise donations from individual donors.
- Manage fundraising events including soliciting sponsors and overseeing logistics.
- Keep donors and other constituents engaged via regular communications throughout the year (i.e. completion of e-newsletters, update mailings, phone calls, etc.).
- Ensure the organization and event websites are maintained with current information and user-friendly accessibility to content. Update external websites as needed (i.e. Guidestar, Great NonProfits, etc.)
- Increase brand awareness through an energetic public relations program, including effective utilization of social media.
- Identify and oversee outreach opportunities at community events and other opportunities. Includes tabling/booth opportunities and speaking engagements.

Program Oversight:

- Manage service dog program and operations to be compliant with Assistance Dogs International (ADI) accreditation, and effectiveness in meeting client and community needs. Network with other ADI accredited organizations to learn and share best-practices and strengthen Handi-Dogs program.

- Ensure ongoing program / service offerings excellence through regular evaluation and measurement of outcomes-based performance.
- Lead new program development to respond to community needs and/or increase profitable revenue-generating opportunities.

Fiscal Responsibilities:

- Understand key financial statements including P&L and Balance Sheet. Prepare financial reports for monthly board meetings, being able to explain variances to budget and prior year.
- Ensure donations are utilized per donor intentions. Maintain systems for tracking and reporting restricted funds.
- Maintain cash reserves for building maintenance and a minimum of 3 months operating expenses.
- Develop annual budget in conjunction with board; manage to meet or exceed.
- Monitor accounts receivables and payables to ensure accuracy and timeliness.
- Primary liaison for banking and investment accounts. Signer on accounts, along with Board Chair and Treasurer.
- Work with CPA to prepare 990s, review, and gain approval from board prior to submitting.
- Develop and publish Annual Report.
- Serve as backup to Office Manager for utilizing QuickBooks.

Administration / Human Resources / Facilities:

- Complete and submit required forms as requested by government entities (i.e. corporate commission annual reports, statement of owned property, etc.)
- With board approval, annually review insurance coverage and ensure the organization has desired liability, D&O, and Worker's Comp insurance.
- Ensure adherence of Bylaws and all written Policies and Procedures. Review, with board, per schedule and recommend updates/changes as appropriate.
- Primary liaison for banking and investment accounts; signer on accounts along with the Board Chair and Treasurer.
- Oversee all aspects of human resources.
- Ensure the IT infrastructure, building, and property is properly maintained.
- Serve as back-up for Office Manager as needed.

Other duties as needed.

Required Qualifications.

- Mission-driven, integrity, positive attitude, and self-directed.
- Trustworthy and visionary leader with ability to effectively engage board, staff, volunteers and other stakeholders.
- Bachelor's or higher degree in relevant field or equivalent work experience.
- Generalist with senior management experience bringing effective business management knowledge and experience in core areas of overseeing a small business.
- Strong financial management skills, including budget building and maintenance, cash management, and financial reporting competence.

- Strong fundraising, marketing, and public relations experience with the ability to engage a wide range of stakeholders and cultures.
- Excellence in organizational management with the ability to develop and maintain high-performance teams, set and achieve strategic objectives, manage multiple project simultaneously, and manage a budget.
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal skills.
- Unwavering commitment to quality programs and data-driven program evaluation.
- Flexibility – ability to work weeknights and weekends as necessary.
- Intermediate expertise with Microsoft Word, Excel, and Outlook.
- Ability and willingness to personally do many of the day-to-day clerical/administrative tasks as needed (i.e. appointment scheduling, answering phones if only person in office, back-up for Office Manager when not in, social media posting, etc.)

Desired Qualifications:

- Existing service dog industry knowledge.
- Database management.
- Public relations experience representing an organization in print, TV, radio and/or social media.
- Experience utilizing QuickBooks software, and Google Docs, Forms & Sheets.
- Copywriting (direct mail letters, fundraising appeals, newsletters, promotional pieces, etc.)
- Graphic design skills using Microsoft Publisher, PowerPoint, or other software (create brochures, fliers, presentations, etc.)
- Experience building and/or maintaining websites.
- Social media skills (business vs. personal)
- Growing volunteer base to strategically enhance organizational needs and future expansion.
- Bi-lingual (English and Spanish)

Salary Range

\$60,000 to \$70,000.

Resumes should be directed to ceosearch@handi-dogs.org