



**Title of Position:** Executive Director

**Revision Date:** November 2011

**Summary:**

The Executive Director position is a multi-faceted role with three major responsibilities:

- **Leadership:** The Executive Director plays a leadership role as a coach or mentor for the operational side of the organization, including the Director of Board Operations, Director of Membership and Director of Marketing. This position also partners closely with the President, President-Elect and Past-President to provide strategic direction for the Chapter.
- **Operations:** The Executive Director is responsible for overseeing all non-programmatic aspects of Chapter operations. This includes managing and maintaining operational systems such as the website and membership database, creating and updating operational processes, and supervising any paid administrative staff.
- **Revenue Generation:** Finally, the Executive Director is expected to seek out cost-saving measures and revenue-generating opportunities to support the Chapter's financial health and balance the cost of operations.

For reporting, performance and financial tracking, this position reports to the Chapter President. The performance and contract are reviewed annually by the full Board.

**Term of Office:**

One year, renewable as long as Executive Director status is maintained.

**Time Required:**

80 hours per month. This includes attending Board and relevant committee meetings and various retreats.

**Essential Duties and Responsibilities:**

**General**

- Follows Chapter bylaws, policies and procedures; strive to fulfill the Chapter's mission, values, and strategic plans.
- Ensures an ongoing and healthy succession planning process across the areas covered by the position.

**Board Partnerships**

- Attends Board and staff meetings.
- Maintains regular contact with President, Past President, President Elect and Director of Board Operations on topics routine and sensitive in nature.
- Maintains routine contact with all other Board members on weekly/monthly basis.
- Coaches new Board members on Chapter procedures and resources.
- Maintains Chapter's policies and procedures.
- Reviews meeting minutes and uploads to the website on a monthly basis.
- Administers ASTD membership discounts - both chapter and national - for Board members.
- Manages online collaboration accounts.

**Membership Liaison**

- Serves as the first point of contact for many members and others interested in the Chapter, in ASTD, and in the workplace learning field.

- Delivers excellent customer service by providing members information on the workplace learning field and directing them to resources, including, but not limited to, the website, appropriate Board members, and other organizations.
- Oversees the membership database and member information maintenance.
- Develops reports from Access database for various Board uses.

### **Web Site and Email Systems**

- Designs and maintains website and web development systems.
- Uploads website content such as program information, registration forms, conference information, etc.
- Partners with ISP to troubleshoot database, web hosting, and other technology issues.
- Manages online registration forms using web development tools.
- Manages and maintains all email systems and listservs in Constant Contact and on the ISP server.

### **Financial Accounts, Reports and Taxes**

- Ensures that accounts payable and accounts receivable for the Chapter are handled accurately and in a timely manner.
- Designs, sets up, maintains and changes the financial accounts in QuickBooks, including all budgets, individual reports for Board members and special reports as requested by any Board member.
- Provides detailed information about Chapter operations for tax purposes to CPA, including Accountant's Copy of financials using QuickBooks.
- Interfaces with CPA on any financial and legal questions related to taxes.
- Maintains relationship with bank for questions related to checking, credit card and investments.

### **Other Support**

- Manages the Administrative Assistant:
  - o Designs and prepares all program registration materials, including registration lists, receipts, specialized nametags, signs and supplies
- Designs and purchases any special supplies, such as volunteer appreciation cards and envelopes
- Interfaces with other vendors as necessary, including Chapter accountant, insurance agent, banking professionals, telephone company, etc.
- Maintains ongoing contact with National ASD.
- Updates insurance forms with carrier on an annual basis.
- As a contracted association manager, provides fully equipped office with computer, laser printer, dedicated fax, phone, copier, maintains account and pays for mail service at Executive Suites, has the Executive Suites office available 9 am to 5 pm Monday through Friday for mail and drop off, weekly off site backup of all documents, provides mailing address for all ASTD mail.

### **Knowledge, Skills, and Abilities:**

- Bachelor's degree in business administration, adult education or training required
- Five plus years related experience and/or training; or equivalent combination of education and experience
- Must possess a passion to provide excellent customer service
- Must be an excellent communicator and skillful at working effectively in a team approach

- Must have strong problem solving skills and be able to define and resolve complex issues in a timely manner
- Must possess strong project management skills.
- Must have exceptional organizational and multi-tasking skills and be extremely detail oriented
- Must be able to work independently and adjust priorities while managing time wisely in a fast-paced environment
- Must be flexible, and should be available outside of defined Chapter business hours
- Demonstrated ability to design, implement and manage standard business systems
- Knowledge of non-profit organizations and the training/education field preferred
- Ability to work with a diverse Board and provide strategic input on initiatives and programs
- Must be computer savvy with knowledge of database software, accounting systems, spreadsheet software, presentation and word processing software, HTML and web development systems required