



PEOPLE FOR PEOPLE

People For People

Job Description



Identifying Components

Position Title: WIN211 Program Manager
Status: Exempt
Reports to: CEO, WIN211 Administrator
Dept/Location: 2-1-1 Yakima
Salary/Range: DOE
Last Revision: 07-2016

Core Competencies

People For People employees will be evaluated during their annual performance review on Core Competencies in addition to their duties contained within their job description. Each Core Competency will then be defined based on the type of work the employee performs. These Core Competencies are as follows:

- Overall Job Knowledge
 - Customer Service
 - Teamwork
 - Work Habits
 - Work Quality
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General Summary

The position reports to the CEO, WIN211 Administrator, and is responsible for providing administrative support to the Washington Information Network 2-1-1 (WIN211). Provides support by working with the WIN211 Board, Call Centers, and WIN211 Administrative staff to help manage the organization and its processes. Works closely with the management staff, Board of Directors and the Executive Committee to develop meeting agendas, maintain records, update and archive documents. Responsible to oversee contracts and partnerships with funders, call centers, and vendors.

Essential Function and Duties

Organizational program duties include the following.

- Develop and maintain call center relationships
- Provide accurate and timely response to call center requests for information and support
- Monitor and evaluate call centers for statewide standards.
- Coordinate with call centers for reporting contract requirements
- Coordinate updates to WIN211 website and provide related materials to web manager
- Prepares and presents written and oral reports on WIN211 system and performance
- Maintain positive relationships with local, state, and national contractors and funders
- Responsible for contract oversight, compliance, and negotiations
- Prepare and submit fiscal and program reports to contractors and funders
- Create, monitor and updating all internal and external contracts
- Ensures the continued development of the WIN211 database as a highly effective up-to-date technology system that is fully compatible with the systems utilized by WIN211
- Identify and coordinate system wide trainings

Fiscal and Human Resource duties include the following.

- Adhere to fiscal policies to ensure internal control and fiscal compliance as a 501(c)3 non-profit organization
- Establish and maintain documents and files for the organization and safeguards the confidentiality of those files and records
- Perform all fiscal management and bookkeeping tasks including management of accounts payable, accounts receivable, overall budget, and quarterly reports.
- Prepare and track budget for WIN211 office and other organizational expenses as appropriate.
- Prepares for and assists in the preparation of the 990 and audits.

Administrative duties include the following.

- Manages calendars, manages mail system, coordinates travel and handles all customer service matters.
- Develops and recommends office procedures and systems and participates in addressing office and board logistics and issues
- Provides administrative support to Board of Director and other WIN211 committees that include scheduling, attending, and preparing minutes.
- Brings pertinent information to the Board of Directors as needed
- Attends and/or participates in meetings and conferences as needed.
- Participates as part of the State Office's emergency response team if time permits.
- Prepares and distributes quarterly WIN211 Newsletter

Knowledge

- Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
- Governmental Agencies, Non-Governmental Agencies and Geography — Knowledge of government infrastructure, appropriate Washington State social service agencies, and non-government organizations available as resources for WIN211; Knowledge of locations/geography of services
- Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, creating budgets, AP/AR software, spreadsheets, graphs, charts, and newsletters.

Skills

- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Time Management — Managing one's own time and the time of others
- Speaking — Talking to others to convey information effectively.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Abilities

- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Speech Clarity — The ability to speak clearly so others can understand you.

Work Activities

- Developing Objectives and Strategies — Establishing long-range objectives and specifying the strategies and actions to achieve them.
 - Making Decisions and Solving Problems — Analyzing information and evaluating results to choose the best solution and solve problems.
 - Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.
 - Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
 - Communicating with Persons Outside Organization — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
 - Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.
 - Coordinating the Work and Activities of Others — Getting members of a group to work together to accomplish tasks.
 - Documenting/Recording Information — Entering, recording, storing, or maintaining information in written or electronic/magnetic form.
 - Judging the Qualities of Things, Services, or People — Assessing the value, importance, or quality of things or people.
 - Performing for or Working Directly with the Public — Performing for people or dealing directly with the public. Ability to develop effective relationships within the WIN211 organization, and within the regional service district.
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Educational/Work Experience Requirements

- B.A. in Social Work, Business Administration, Public Administration or related field. In addition, three (3) or more years of practical administrative experience is preferred. Professional experience may be substituted for educational requirements at employer's discretion.

Other Requirements

- Employment is contingent upon successfully completing and passing a pre-employment drug screen and Washington State Patrol Criminal Background Screening.

Working Conditions/Physical Requirements

Duties are performed primarily in an office environment and relies heavily on computer and telephone usage. Travel is required for this position and work will be performed during and after business hours. Physical activities required include keyboarding, repetitive motions of hands/wrists, grasping, hearing, handling, standing, walking, talking reaching kneeling, sitting, bending, and lifting up to 20 pounds.

Disclaimer:

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

People For People is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation, or any other basis prohibited by federal, state or local law. Please let People For People know if you need a reasonable accommodation in order to perform the essential functions of the job or to participate in the application process.

This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the agency and requirements of the job change. People For People exercises the right to practice Employment At Will under Washington State law. Employment At Will states that employment with the organization is voluntarily entered into and employees are free to resign at any time for any reason. Similarly, the organization is free to terminate an employment relationship at any time for any reason.

My signature indicates that I have received a copy of the current job description for the WIN211 Program Manager. I understand that it is my responsibility to ask clarifying questions regarding any content that I do not understand contained in this document.

Name (Print)

Signature

Date