

# Maui Economic Opportunity, Inc.

## Job Description

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**Job Title:** Assistant Director  
**Department:** Community Services  
**Reports To:** Community Services Director  
**FLSA Status:** Exempt  
**Prepared Date:** December 2002  
**Updated:** June 23, 2023  
**Pay Grade:** S26

### **SUMMARY:**

Assist with the planning, development and management, on-going monitoring, program evaluation, and community relations for all department programs.

Assists the Community Services Director with the administration, operation and supervision of the programs and staff. Ensures that MEO program objectives are in compliance with established guidelines, county, state and federal rules and regulations. This position has direct oversight of County funded programs. Assumes responsibility of all Community Service programs in the absence of the director.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Regularly exercises discretion, independent judgment and decision making while performing duties and responsibilities.

- Ensures program objectives and outcomes are achieved, and client satisfaction is met or exceeded.
  - Assist with the development, direction, coordination and implementation of all community service programs.
  - Monitor CS programs to ensure that contract requirements including reporting, and deliverables are accurate and within deadlines.
  - Initiate program actions and activities to meet participant's needs to maintain and/or improve the quality of services provided.
  - Complies, prepares and submits program reports.
- Understand current/potential program proposals and/or plans to identify timeframe, funding structure/limitations, and procedures for accomplishing program outcomes, and needed staffing requirements.
  - Assist with the developing MOU, sub contractual agreements, and cooperative agreements as needed.
  - Assist with completing and executing requests for proposals (RFP).
- Oversee the custody and maintenance of program files and data, and reviews case notes and monitors client files.
  - Ensures all client files and information are HIPPA compliant.
- Community Outreach:
  - Participate in public relations and advocacy activities, and in community organizations and represents or assigns program staff to attend community meetings as needed.
  - Identify community and program needs, and makes recommendations.
  - Organize, oversee and coordinate various community events.
- Human Relations:
  - Work with the human resource to ensure proper and consistent handling of all personnel matters. This includes staff recruitment, retention, training/development, benefits, coaching/corrective actions, investigations, union interactions, clearances, and reporting.
  - Coordinate and/or ongoing training in all areas.

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- Active management of team members to ensure engaged team members.
- **Communications:**
  - Keep the director informed on all issues that affect department and the agency in a timely manner.
  - Conduct regular staff meetings with supervisors for information sharing and problem resolution.
  - Active participation in general MEO meetings.
  - Maintains confidentiality at all times.
- **Safety:**
  - Actively promotes a high level of safety, adhering to/supporting all safety policies and programs for staff and clients, and assisting with creating additional safety processes if needed.
- Oversees Petty Cash and acts as the custodian.
- Available to work varied shifts, which includes, nights, weekends and holidays.
- Available to travel off island on occasion.
- Regular attendance.

### **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Performs other duties as needed.

### **SUPERVISORY RESPONSIBILITIES:**

- Responsible for assisting with the overall direction, coordination, and evaluation of all community services programs.
- Directly supervises the program staff funded by the County of Maui. Oversees all staff in the director's absence.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Experience managing nonprofit programs and meeting funding and reporting requirements.
- Understanding of financial and management reporting, and grant writing.
- Excellent interpersonal skills which include, written, verbal and listening.
- Ability to instruct and motivate others.
- Ability to provide training and work direction.
- Organized, detail and tasks oriented.
- Ability to handle many projects at a given time.
- Ability to maintain a high level of confidentiality.
- Knowledge of the causes and effects of poverty, community needs and available resources.
- General understanding of the political process and its relationship to nonprofit management.

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- General understanding of health and safety regulations.
- Ability to work varied shifts, which may include nights, weekends and holidays.
- Ability to travel off island on occasion.
- Proficient in computer applications, including desktop applications, and data entry.

### **EDUCATION and/or EXPERIENCE:**

- Bachelor's degree from four-year College or university and (2) two to (5) five years related experience, to include supervisory experience, or equivalent combination of education and experience.

### **LANGUAGE SKILLS:**

- Ability to read and understand technical procedures, contracts or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from various groups.

### **MATHEMATICAL SKILLS:**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers.
- Ability to read and understand financial and statistical reports.

### **REASONING ABILITY:**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to diffuse agitated clients and/or employees in stressful situations.
- Ability to interact, relate and have compassion for persons with mental, emotional and/or physical barriers.
- Ability to handle many projects at a given time.
- Ability to perform well under pressure.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Valid driver's license and access to an insured vehicle.
- CPR/First Aid Certification preferred.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Frequently required to stand; walk; sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl.
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable

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individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Occasionally exposed to moving mechanical parts and outside weather conditions.
- The noise level in the work environment is usually moderate.