

Maui Economic Opportunity, Inc.

Job Description



Job Title: Assistant Director
Department: Community Services
Reports To: Chief Programs Officer (CPO)
FLSA Status: Exempt
Prepared Date: December 2002
Updated: July 2026
Pay Grade: S28

SUMMARY:

Oversee, manage and coordinate Community Services programs and staff including BEST, Enlace Hispano, P&CC, WAP and Women's Reintegration. Assist with program development, management, compliance, and reporting. Assumes responsibilities of programs in absence of Chief Programs Officer (CPO).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Ensure program objectives and outcomes are achieved.
- Compile, format, prepare and submit correspondence, reports, and proposals.
- Monitor and actively manage ongoing program operations and update processes to ensure accuracy and efficiency.
- Manage deadlines and prioritization of work.
- Oversee the custody and maintenance of program files and data, and monitor client files.
- Ensure excellent customer service in all programs and ensure client needs are met.
- Participate in community outreach, identify community and program needs, and make recommendations for current or new programs.
- Oversee and organize community events and outreach, as needed.
- Assist with active management of staff, including hiring and staffing decisions.
- Keep CPO informed on all issues that impact the department.
- Assist with seeking quotes and making recommendations to CPO for purchases.
- Process requisitions and orders for program and department use.
- Available to work varied shifts, which includes, nights, weekends and holidays.
- Maintain confidentiality at the highest level.
- Promote and maintain culture of safety for staff and clients.
- Available to travel off island on occasion.
- Regular attendance.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as needed.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises Community Services Programs Staff including BEST, Enlace Hispano, Employment Services, and Maui Dislocated Workforce Development Program.
- Carries out supervisory responsibilities in accordance with the agency's policies and applicable laws.
- Responsibilities include, in coordination with CPO, interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

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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.
- 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.
- 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 in a related field or equivalent combination of education and experience. Previous supervisory experience preferred.

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.

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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 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.