

Maui Economic Opportunity, Inc.

Job Description



Job Title: Chief Programs Officer
Department: Administration
Reports To: Chief Executive Officer
FLSA Status: Executive-Exempt
Prepared Date: October 2001
Updated Date: July 2026
Pay Grade: S59

SUMMARY

Support the Chief Executive Officer (CEO) and Chief Operating Officer (COO) with the day-to-day management and oversight of agency programs. Plan, develop, organize, implement, and coordinate programs in accordance with applicable rules, regulations, laws, and procedures. Directly oversee and manage Community Services, Early Childhood Services, Business Development Center, Youth Services and emergency assistance programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

- Administers a delivery system of comprehensive services in accordance with the agency's mission and stated purpose and in conjunction with state, federal, and county governments, and private funding agencies.
- Keeps the CEO abreast of other community organizations and programs to avoid duplication of services, and recommends curtailment, extension, modification, or initiation of services.
- Oversees the organization and planning of programs to ascertain community needs and problems and determines the agency's role in administering programs.
- Participates with senior management team in organization, analysis, planning and development and in setting policy for the agency.
- Develops, directs, coordinates and implements special projects as needed, including emergency relief and ongoing disaster recovery programs.
- Assists in maintaining relationships with funding sources.
- Reviews and make recommendations for budgets and proposals for grants and other funding.
- Assists CEO with the management of the volunteer program that expands the agency's capacity to provide services.
- Works with departments to ensure programs are effectively achieving established internal and external objectives.
- Trains program staff in preparing grant and funding reports. Reviews and approves quarterly reporting for accuracy and coordinates submission of reports with COO.
- Administers the development of all necessary evaluation tools in conjunction with staff, to ensure client outcomes and program quality are documented.

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- Monitors all evaluation tools and resources to ensure quality of program services, ensuring that client needs are met or exceeded.
- Develops MOU, MOA, and cooperative agreements with other agencies and community groups who serve program clients.
- In coordination with the COO, identifies community needs on an ongoing basis, makes recommendations, and carries out needed action.
- Monitors staffing requirements, evaluates allotment of available resources, and collaborates with COO and CEO to make necessary program adjustments.
- Serves as the custodian for client case files to ensure proper documentation is collected and maintained according to document retention policies.
- Participates in community organizations and actively participates in community liaison and networking.
- Provide and coordinate staff training to increase staff skills and competencies as needed.
- Maintain current knowledge and understanding of regulations, industry trends, current practices, new developments, and applicable laws regarding human resources. Identify and implement best practices.
- Attend meetings and conferences as needed, which includes out-of-state travel.
- Promote and maintain a high level of customer service ensuring that client's needs are met.
- Promote and maintain safety culture for staff and clients.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform other duties as needed.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises the Community Services, Early Childhood Services, Business Development Center, Youth Services, and TANF staff.
- Supports the COO in the absence of the CEO, performing any necessary duties as assigned.
- Carries out supervisory responsibilities in accordance with the agency's established policies, procedures 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.

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- Demonstrated skills and abilities in a management capacity relevant to nonprofit program management.
- Working knowledge of management planning and reporting; financial management, planning and reporting, budget preparation, audit preparation and grants writing and reporting.
- Strong leadership ability with the ability to act as a consultant and collaborator.
- Working knowledge of computer applications including desktop applications.
- Working knowledge of the community planning process and the ability to assist with conducting a community needs assessment and the development of the community action and strategic action plans.
- Demonstrated leadership and flexibility in interpersonal style, and the ability to influence and persuade various groups or individuals.
- Ability to deal with sensitive, difficult or confrontational issues.
- Innovative and creative problem solving skills and ability to solve difficult problems with effective solutions.
- Excellent interpersonal skills, which include, written, verbal and listening.
- Ability to instruct and motivate others and provide training and work direction.
- Organized, detail and tasks oriented.
- General knowledge of the political process and its relationship to nonprofit management.
- Knowledge and 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.

EDUCATION and/or EXPERIENCE:

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

LANGUAGE SKILLS

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to public groups, and the board committees.

MATHEMATICAL SKILLS:

- Ability to create, read and analyze financial and statistical reports.

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- Ability to work with mathematical concepts such as probability and statistical inference.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical information including, but not limited to: grant proposals, contracts, financial reports and policy and procedure manuals.
- Ability to deal with several abstract and concrete variables.
- Ability to defuse agitated clients and/or employees in stressful situations.
- Ability to interact and have compassion for persons with mental or physical disabilities.
- Ability to manage many projects at a given time.
- Ability to perform well under pressure.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Access to an insured vehicle and a valid driver's license.

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.
- Must frequently 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 and distance vision.

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, fumes or airborne particles, and outside weather conditions.
- The noise level in the work environment is usually moderate.