

Jewish Social Service Agency
Senior Director of Operations and Business Development

PERFORMANCE PROFILE

KEY OUTCOMES TO FOCUS ON

- Goal 1** Analysis and restructuring of the Aging Department
- Objective** The department's future growth depends upon increasing the performance of its staff and implementing new procedures and services.
- Outcomes** a. Examine current operations, personnel, and services.
b. Identify opportunities to upgrade productivity and customer service.
c. Make improvements in the functioning and staffing of the department.
d. Organize the group to handle anticipated growth of JSSA's aging services.
- Timetable** First twelve months of employment
-
- Goal 2** Analysis and business planning of JSSA's service expansion
- Objective** JSSA seeks to expand its presence and utilization of services in the DC area which requires a well-conceived strategy and plan of action to move forward.
- Outcomes** a. Conduct a feasibility study using staff and volunteer expertise as needed.
b. Interview existing stakeholders, potential partners, community/gov't leaders
c. Develop a strategic plan for new services and growth of existing ones
d. Create a business plan to include uses and sources of funds and cash flow
- Timetable** Within eighteen months of employment
-
- Goal 3** Marketing and community outreach plan for JSSA's Aging Services
- Objective** It is vital that a programs and services are fully enrolled, and that referrals and relationships be maximized among JSSA's key customers and stakeholders.
- Outcomes** a. Meet with representatives of funders, referral sources & community groups.
b. Develop a plan to enhance existing relationships and build new networks
c. Develop a marketing plan, collaborating with Marketing Department
d. Implement first year priorities, including conducting satisfaction surveys
- Timetable** Twelve to eighteen months after employment

CORE COMPETENCIES NEEDED FOR THE POSITION

- ✓ **Strategic Thinking** Demonstrate ability to create a vision and roadmap for the future
- ✓ **Business Acumen** To identify market winners and create successful business plans
- ✓ **Management Skills** Using systems/tools to improve productivity, quality and satisfaction
- ✓ **Team Leadership** Hiring, motivating, and developing the right people for the job
- ✓ **Relationship Builder** Create win-win arrangements, joint ventures, and collaborations
- ✓ **Marketing Oriented** Identify/seize opportunities to expand market awareness
- ✓ **Savvy, 'Presence'** To well-represent the department in dealing with key stakeholders
- ✓ **Strong Work Ethic** High personal standards along, enthusiasm, and can-do personality