

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**
- Examine current operations, personnel, and services.
 - Identify opportunities to upgrade productivity and customer service.
 - Make improvements in the functioning and staffing of the department.
 - 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**
- Conduct a feasibility study using staff and volunteer expertise as needed.
 - Interview existing stakeholders, potential partners, community/gov't leaders
 - Develop a strategic plan for new services and growth of existing ones
 - 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**
- Meet with representatives of funders, referral sources & community groups.
 - Develop a plan to enhance existing relationships and build new networks
 - Develop a marketing plan, collaborating with Marketing Department
 - 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