

Consumer Credit Counseling Service of Forsyth County, Inc.  
**JOB DESCRIPTION**

**Position:** **President and Chief Executive Officer**

**Immediate Supervisor:** Directly responsible to the Board of Directors

**Responsibilities:**

**Policy**

- A. Initiate and direct the development of policies for Board approval.
- B. Interprets policies of the Board of Directors.
- C. Develops operating procedures to implement policies - not in conflict with the agency's by-laws, Board policy and decide all matters of administrative and supervisory detail in connection with the operation and maintenance of the organization
- D. Communicates policy to staff and to the community.
- E. With assistance of the Board President, prepares the agenda for regular board meetings.
- F. Attend all board meeting and board committee meetings.
- G. Participates in board and committee meeting discussions.
- H. Provide the board with adequate information to help it reach sound decisions and establish policies.

**Managerial**

- A. Interprets trends in services to the Board to aid in their strategic planning.
- B. Plans for and administers overall programs that meet the purpose, goals, and objectives of the agency.
- C. Develops short-range (one-year) goals for the organization, and works with the board to prepare long-range plans for the organization.
- D. Responsible for all agency risk management activities, including risk management reports to the Board of Directors.
- E. Serve as PQI Team Leader and coordinate all agency performance and quality improvement (PQI) activities.

**Supervisory**

- A. Oversees the administration of agency personnel policies and practices.
- B. Supervises the hiring, firing, and evaluation of management team members; consults with program directors in their staff hiring and evaluation decisions; directs all management team members in the performance of their duties.

**Public Relations**

- A. Represent the organization as its chief executive officer in all dealings with other organizations, individuals and the general public.
- B. Interprets the functions of the agency to the community through public relations activities and direct involvement in the community.
- C. Establishes and maintains alliances with other organizations to promote the interest, financial wellness and welfare of families in all their forms.

**Financial**

- A. Knowledgeable of potential funding sources and able to communicate the needs of the agency to these sources.
- B. Directs the preparation of project and grant proposals as requested by the Board of Directors.
- C. Prepare reports to all funding sources.
- D. Prepares annual budget in conjunction with the Board of Directors' Finance and Audit Committee.
- E. Approve expenditures within the limits of the board-approved budget.
- F. Provide information to the board regarding purchases and expenditures.
- G. Assures that the fiscal matters of the agency are carried out in a fiscally responsible manner with appropriate documentation and reporting.

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**Other Related Duties**

- Promotes a positive image of the agency by demonstrating an understanding of the services available and conducting oneself according to a professional code of ethics.
- Maintains harmonious working relationships with agency staff, United Way, educators, business associates, and other related service agencies by amenable and cooperative contacts.
- Provides problem identification, diffusion, and resolution.
- Is proactive in meeting with the management staff regularly to discuss agency strategic plans, Board of Director directives, program concerns, employee concerns, stakeholder issues, etc.
- Provides support and encouragement to members of management staff in their responsibilities; offering guidance with program direction; problem identification, diffusion, and resolution.
- Assures confidentiality of information related to clients and other information of a confidential nature as established by the standards of the Council of Accreditation (COA).
- Actively seek resources for professional growth in areas pertaining to family financial wellbeing.
- Keep up-to-date on trends and information related to direct service areas.
- Maintain agency accreditation.

**Minimum Qualifications**

This position requires a bachelor's degree, preferably with a major in business, psychology, social work, or related field; OR a high school diploma/equivalent and at least four years experience providing comprehensive administrative functions of a human service program. Demonstrated planning, organizational, and leadership skills along with a working knowledge of community services and agencies is required. Must possess a basic understanding of the business and credit community; principles of money management, laws related to credit and consumerism; and the ability to utilize counseling skills along with sound financial training.