

Executive Director for Innovative Non-Profit

Company Independent Transportation Network Monterey County
(ITN*MontereyCounty*)

Address / Location Ryan Ranch

City / Location Monterey

Description ITN*MontereyCounty* is an affiliate of ITN*America*®, the first national, non-profit transportation network providing dignified personal transportation service for seniors and the visually impaired. Now in our fourth year, ITN*MontereyCounty* operates in 12 communities within the greater Monterey-Salinas area. For more information about our organization, please go to www.itnmontereycounty.org.

Position Summary

The Executive Director will work under the direction and guidance of the Board of Directors to grow the organization successfully. His/her primary responsibilities include financial management, community outreach and public relations, volunteer recruitment and management, fund raising, operations oversight, human resources, customer relations, and information management.

Responsibilities (Including, but not limited to)

General Administration and Governance

- Schedule and staff all meetings of the Board of Directors and the annual meeting of the members; file or renew any annual reports or licenses with the state of California and any other responsibilities as described in the Corporation's by-laws.
- Serve as an ex-officio member of the ITN*MontereyCounty* Board of Directors.
- Carry out all policies set by the Board of Directors pertaining to the ITN*MontereyCounty* operations, including human resources policies, employee training, and compliance with all relevant state and federal workplace policies.
- Adhere to all of ITN*MontereyCounty* and ITN*America*™ policies and procedures.
- Accept and complete other tasks as assigned by the Board of Directors.

Human Resources, Finance and Operations

- **Recruit, hire and manage all office staff and drivers as necessary to cover operations 24/7 including dispatching, customer service, and daily bookkeeping.**
- Efficiently manage the resources of the corporation to maintain a sustainable balance of revenue from fares, rides from volunteers and fundraising dollars to cover expenditures.
- **Primary responsibility for the development of, and adherence to, the annual budget.**
- **Primary responsibility for monthly, quarterly and year-end financial procedures and reporting.**

- Supervise ITN *Monterey County* office staff to organize and maintain records of all business in the community, including membership, customers, business contacts, adult children and family connections, and all relationships through Community Outreach Programs, including the newsletter, web page and advertising brochures.
- **Primary responsibility to complete the key performance indicators monthly dashboard and analysis for action.**
- **Primary responsibility that all monthly personal transportation account statements, regular mailings and volunteer reimbursements are completed and delivered in a timely manner.**
- Supervise the dispatch office to assure that all **customer requests for rides are covered without limitation**; all aspects of the transportation service run smoothly; and all fleet vehicles are registered and properly maintained.
- Supervise ITN *Monterey County* office staff to ensure that the data in ITN *Rides* is accurately maintained, and that all computer equipment is in good working order.
- **Assure that customer service needs and issues are addressed in a timely manner**

Marketing and Communications

- Implement all ITN *America* marketing programs
- Primary responsibility for the production and dissemination of all external correspondence and communications, including press releases, the ITN *Monterey County* website, and newsletters.

Fundraising and Community Outreach

- Primary responsibility to assure that long and short term fundraising program development and goals are established and met, including the Annual Appeal, the Adult Child Membership Campaign, the Walk for Rides, grant writing, planned giving, and any other campaigns or outreach efforts.
- **Primary responsibility to assure good community relations, and to engage the Board of Directors in cultivating, supporting and maintaining corporate relationships and sponsorships.**

Volunteer Management

- **Primary responsibility to recruit volunteers on an on-going basis through public speaking, public service announcements or other similar forms of community outreach.**
- Manage all aspects of the volunteer program, including recruitment, training, rewarding and scheduling.

Safety and Training

- Assure that all service and office practices focus on safety

Position requirements

- Bachelors degree and non-profit management experience required.
- Strong written and verbal communication skills
- Demonstrated successful fundraising experience
- Must be able to work without close supervision and to meet timelines

- Ability to plan, organize, problem solve, and prioritize in a fast-paced organization
- Ability to work cooperatively and collaboratively with others
- Highly organized and flexible in dynamic environment
- Commitment to ITN *Monterey County* mission and values
- Appreciation and interest in working with senior citizens and visually-impaired adults

Salary and benefits commensurate with experience. Please send resume to: ccraig@redshift.com