

JOB DESCRIPTION

JOB TITLE: Executive Director/Head of School

FLSA STATUS: Exempt

DEPARTMENT: Management/Administration

REPORTS TO: Board of Directors

EEO: 1.1

PREPARED DATE: 5.16.2024

SUMMARY: The Executive Director/Head of School (Executive Director) sits at the helm of the organization, steering it, managing its operations, and carrying out its mission according to the strategic direction of a board of directors. This position is accountable for the overall and consistent achievement of its mission and objectives. Responsibilities include ensuring that the activities of the Choir School of Delaware (CSD) are coordinated, integrated, and efficiently implemented. Serves as spokesperson for CSD. Advocates for the needs of CSD programs and students and is expected to cultivate and execute operational plans to meet those needs. Engages community leaders, policymakers, Board of Directors, volunteers, and donors.

Have authority to sign and execute all contracts and agreements and to transfer, endorse, sell, assign, set over, and deliver certificates of deposit, securities, or other financial instruments owned by CSD as directed or approved by the Board of Directors.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Serve as the face of the organization by promoting the mission and vision of the CSD and its programs with choristers, students, families, volunteers, staff, donors, the non-profit community (potential funders), other organizations, and the general public.
- Accountable for the strategic visioning, planning, and execution of all aspects of the CSD organization.
- Maintain a strong working relationship with all staff and students through motivation and with open communication, respect, and trust.
- Operations
 - Office of Child Care Licensing
 - Oversee licensure and maintain compliance requirements.
 - Manage the CSD as a child and youth care provider organization.
 - Human Resources
 - Accountable for the performance, evaluation, and career development of direct reports.
 - Recruit, screen, interview, onboard, and train CSD employees.
 - Accountable for recruitment, employment, and release of all personnel, both paid staff and volunteers as appropriate.
 - Serve as primary supervisor of CSD staff.
 - Ensure job descriptions are developed, performance evaluations are held, and sound human resource practices are in place.



Choir School of Delaware

- In coordination with staff, set goals and objectives and delegate tasks so these goals and objectives are met.
- Process payroll.

- Lead staff meetings and discussions related to CSD administration.
- Manage independent contractors.
- Review and update the family handbook with Education staff.
- Proofread materials before publication.
- Support staff as needed with ongoing activities and operational needs.
- Project manage CSD programs and initiatives along with the Management Team.

- Choral Program
 - Accountable for the success of the music program and music education.
 - Work with the music program to ensure music training, student mentorship, and choral events.
 - Responsible for overseeing and delegating the maintenance of CSD instruments.

- Finances
 - Accountable for the finances and financial position of the organization.
 - Oversee budget planning, tracking, and reporting.
 - Ensure adequate funds are available to permit the organization to carry out its work.
 - Work with the Board of Directors to develop short and long-term operational and budgetary planning.

- Development
 - Promote a dynamic and motivational message when speaking with donors, parents, and the non-profit community (potential donors).
 - Attend community events as a representative of CSD.
 - Lead the cultivation of a development plan in concert with the Board, the Management Team, and development staff for each fiscal year.
 - Review grants and proposals for funding before submission.

- Board Relations
 - Serve at the pleasure of the Board of Directors.
 - Serve as the main staff lead with the Board of Directors.
 - Prepare monthly organizational reports for the board.
 - Establish appropriate systems for dialogue and communication between the Board, the organization, and constituents.

- Other duties
 - Maintain a safe work environment and exhibit safe work practices.
 - Pursue personal development of skills and knowledge necessary for the effective performance of the role.
 - Attend training to further develop relevant knowledge, techniques, and skills.
 - Perform other related duties as required.
 - Flexibility to work outside normal work hours, as required.

MEASUREMENT:

- Maintain high levels of staff engagement and enthusiasm throughout the organization and promote this spirit with our students, families, and music and community partners. Reduce staff turnover to manageable levels.
- Maintain STEAM instruction and mentoring programs that lead to improved student social and emotional growth and school performance scores.
- Timely and complete performance management execution.
- Maintain confidentiality of CSD business matters.
- Timely completion of grant submissions and reporting.
- Ensure adequate funds are available and fiscal responsibilities are executed.
- Ensure accuracy on payroll processing.
- Follow-up on all inquiries within one business day.

TEAMWORK:

- Motivate and promote a spirit of cooperation and teamwork with our staff, students, families, and music and community partners.
- Continually look for ways to improve our processes and ability to serve our internal customers and students effectively.
- Improve personal performance on a continual basis.

CUSTOMER SERVICE:

- Provide responsive, professional, and diplomatic customer service.
- Answer customer calls and correspondence quickly and pleasantly.
- Communicate with internal customers and students in a friendly, professional, and patient manner.
- Perform all duties with the goal of building and maintaining long-term relationships.
- Immediately address any internal customers and students' concerns and request the involvement of other personnel as required.
- Address any major concerns and implement an action plan to resolve them.

LICENSURE and SAFETY:

- Ensure all licensure requirements are timely met and reported.
- Use and promote safe work practices in the office and in the community.
- Follow all organization safety programs and report any non-compliance to the manager.
- Notify the manager or Board of Directors of any unsafe conditions.

SUPERVISORY RESPONSIBILITIES

- Manager of Choral Arts
- Manager of Communication and Development
- Manager of Educational Programs
- Manager of Business and Operations
- Collaborative Keyboardist
- Choral Scholars

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 essential functions.

EDUCATION and/or EXPERIENCE:

- Master's degree required in nonprofit administration, business, or related professional field required.
- 5-7 years of increasingly responsible administrative and management experience in nonprofit organizations and/or educational settings.
- Demonstrated success in nonprofit management, government and private sector contracting, financial development, board relationships, and organizational and community leadership.
- Experience in educational and/or music education programs preferred.
- Maintaining successful relationships with community agencies, funding sources, and licensing organizations.
- Demonstrated organizational and supervisory skills that will motivate and inspire staff while setting high expectations and professional direction.
- Strong interpersonal skills, drive, and integrity with a demonstrated ability to build, foster, and maintain positive relationships with both internal and external constituencies from diverse cultural, socioeconomic, and ethnic backgrounds.
- Experience in fundraising with the ability to formulate and execute development strategies that will enhance revenue while fostering strong partnerships with external partners and community members.
- Demonstrated financial management ability including budget preparation, audit review and implementation, and execution of a strong organizational financial policy.



COMPUTER SKILLS:

- Expertise with 365 MS Office Suite and Google Workspace.
- Familiarity with Quickbooks.
- CRM Software such as DonorPerfect.
- ConstantContact or other email platforms.
- Canva.
- Social Media Platforms

CERTIFICATES, LICENSES, REGISTRATIONS: **Upon hire or completed within the probationary period*

- DEEDS Certification (Delaware Department of Education credentialing application)
- CPR/First Aid
- Administration of Medication
- Certified Fundraising Executive (CFRE) preferred

LANGUAGE SKILLS:

- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, board members, students, internal and external customers, and the general public.
- Ability to read, interpret, and conduct music.

MATHEMATICAL SKILLS:

- Ability to create and update budgetary projections using spreadsheets.

REASONING ABILITY:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Typical office environment.
- Community center program space.
- Performance venues.

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 essential functions.

- Working 40 hours/week unless performances are scheduled.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is regularly required to use hands to operate the computer keyboard, mousepad, and telephone.
- The employee frequently is required to stand, walk, sit, carry, and reach with hands and arms.
- The employee may occasionally bend, lift and/or move up to 20 to 50 pounds.
- The employee frequently uses hands and arms to lead music rehearsals and performances.

OTHER REQUIREMENTS:

- Ability to effectively express ideas orally and in writing to small and large audiences.
- Ability to plan and implement verbal instructions.
- Strong organizational skills, recordkeeping, and planning skills.
- Experience measuring data and outcomes.
- Detail oriented and a self-starter.
- Ability to organize own work effectively, manage competing priorities, work under tight timelines.
- Strong computer skills.
- Reliable and trustworthy.
- Able to take direction and lend a hand to others.
- Patient and flexible.
- Enthusiastic, easy going and enjoy the challenge of working in a small nonprofit organization.
- Ability to work effectively with CSD employees and students.
- Ability to read and interpret policy manuals.
- Professional appearance
- Willing to travel locally as required
- Able to prove U.S. Employment eligibility
- Ability to pass state-mandated regulatory background checks.



- Valid state ID or driver's license
- Flexibility to work overtime/weekends, as required

CONFIDENTIALITY / CONDUCT:

- May not divulge any confidential information.
- Will not engage in unprofessional conduct.
- May not make changes in their Job Description, Standards of Performance, or quarterly objectives without consultation and approval by the Board of Directors.

I have received and reviewed the above-referenced duties and responsibilities.

Employee Signature

Date

Manager Signature

Date