

**Metropolitan Action Commission  
JOB DESCRIPTION**

**FAMILY & COMMUNITY SERVICES DIRECTOR**

CLASS NUMBER:

FLSA CATEGORY: Exempt

EEO CATEGORY: Professional

GRADE: MAC

SALARY RANGE: \$64,041.12 - \$162,000.00

**JOB OBJECTIVE**

Strategically guide all facets of the agency focus on “no wrong door” for customers seeking services with the Metropolitan Action Commission. This position supervises a team of individuals who help ensure exceptional customer experience through an integrated service delivery model for multiple grant funded programs within the Metropolitan Action Commission including both call center, eligibility determination, and customer engagement team members. The Director is responsible for overseeing Family and Community Services’ budgets, program operations, data collection, and human resources required for achieving the agency’s strategic imperatives. This position drives collaboration across divisions to facilitate change and foster an inclusive work environment that strengthens MAC’s service delivery process. The Director also manages partnerships with local, state, and federal regulatory agencies associated with relevant grants and builds relationships with other external partners to meet the needs of MAC’s customers. Uphold the Mission, Vision, Values, and Philosophy of the Metropolitan Action Commission.

**JOB DESCRIPTION**

**MAJOR RESPONSIBILITIES**

**Leadership and Program Management**

Incorporate a collaborative approach to planning, executing, and reporting on strategic priorities; ensures alignment with the work of other divisions.

Integrate systems thinking into call center and eligibility practices through a process of continuous improvement to create innovative solutions that impact customer experiences and success.

Hire, train, and supervise call center and eligibility managers and/or coordinators to be accountable for achieving program goals and objectives.

Promote and facilitate coaching and other learning and professional development opportunities for self and team members.

**Budgeting, Planning, and Reporting**

Work closely with Finance and Administrative/Operations teams to budget for and monitor program operations to ensure compliance and oversight of grant related activities.

Take a leading role in preparing and submitting proposals for grant applications and RFPs relevant to MAC's mission and programs.

### **Problem-Solving and Decision Making**

Generate, analyze, and interpret program information reports and utilize the information to recommend and implement strategies to assist programmatic continuous improvement.

Utilizes data from surveys and other tools to identify unmet needs or to evaluate new business opportunities within the agency and the community.

Evaluate the effectiveness of community engagement strategies on the agency's programmatic resources and service delivery; works closely with colleagues to make improvements, as needed.

### **Communication and Cultural Competency**

Use superior communication skills, both oral and written, utilizing different communication styles, to present to diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities.

Learn and implements effective coaching strategies that address specific concerns and issues and resolves conflict with sensitivity and cross-cultural awareness.

### **SUPERVISION EXERCISED / SUPERVISION RECEIVED**

This classification has direct supervision of the Family and Community Services Manager, as well as the indirect supervision of the Family & Community Services Coordinator, Customer Navigator, Customer Engagement Coach, and Customer Engagement Specialist

This classification is directly supervised by the agency Executive Director.

### **WORKING ENVIRONMENT/ PHYSICAL STANDARDS**

The work environment involves the everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. The work area is adequately lighted, heated, and ventilated.

This classification works primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying of light items, etc. No special physical demands are required to perform the work.

### **EMPLOYMENT STANDARDS**

#### **EDUCATION AND EXPERIENCE**

Master's degree preferred. Bachelor's degree in social services, finance, public policy, or related degree from an accredited college or university, and three (3) years of experience in social services, finance, public policy, grants management, economic or workforce development. At least two (2) years of previous administrative and supervisory experience preferred.

## **PERFORMANCE STANDARDS**

Ability to advance the agency’s strategic framework, uphold and epitomize the agency Mission, Vision, and Values in a positive and constructive manner.

Ability to utilize a high-level of managerial talent, ethical business judgement, and knowledge of agency’s policies and procedures to provide positive solutions to complex and diverse issues involving internal and external customers, federal, state, and local partners.

Ability to maintain excellent professional and interpersonal relationships, including the ability to build solid relationships and support among internal and external customers.

Ability to work collaboratively in a fast-paced environment.

Ability to facilitate communication across the organization with a range of stakeholders, including multi-site and virtual teams to effectively organize and manage operations.

Ability to incorporate professional judgment and to hire, train, develop, and monitor team members’ performance effectively.

Ability to demonstrate a thorough understanding of budget and program compliance standards.

Proficiency in Microsoft Office Suite and knowledge of or ability to learn data management systems related to MAC’s programs.

Shall be a resident of the State of Tennessee or become a resident of the state within six (6) months of employment with the Metropolitan Government.

Travel Required: The Director may travel periodically throughout the Nashville Davidson County service area, across the state and out-of-state travel for local, state, and national meetings, trainings, and conferences. This may require overnight stay depending upon the distance from Nashville. The Director will be reimbursed for all accommodations and other travel expenses and will receive per diem for meals and incidentals.

## **LICENSES REQUIRED**

A valid driver license is required for this position.

**Date Approved: 8/28/14**

**Date Effective: 8/28/14**

**Date Revised: 9/28/23**