

## CANCER SERVICES NETWORK JOB DESCRIPTION

Title: Director of Operations

Reports to: Executive Director

Position Summary/General Functions:

To manage the CSN office by accounting for all funding and receipts; data entry for all clients, primary office functions including receptionist duties of answering phones, greeting and serving visitors, and answering questions; To meet the financial, emotional and psychological needs of cancer patients and their families. Duties to include but not limited to the following:

### Entry Requirements

- A. Knowledge and Skills: Requires at least a Bachelor's degree and two years experience in office administration (complex administrative support) preferably in a non-profit agency. Competency in oral and written detail, accuracy, and organizational skills.
- B. Human Relations Skills: Ability to work effectively with CSN staff and volunteers with teamwork and tact. Network with various community agencies in related fields.
- C. Managerial Skills: Ability to organize and manage several projects at one time.

### Job Requirements

- A. Decision-Making and Judgment: Oversee operations of the Razz database and all financial entry to Quick Books.
- B. Administrative: Maintain records of client contacts and services and complete financial reports for United Way/grant reports/board reports/IRS.
- C. Physical Demands/Working Conditions: Driving and lifting 10 lbs. required.
- D. Confidential Data: Responsible for maintaining confidentiality of client information and all financial information for CSN.
- E. Concentration: Must be able to complete simultaneous tasks in spite of interruptions, distractions, client emergencies, and stressful situations.
- F. Interpersonal Skills: Communicate effectively with executive level volunteers, volunteer organizers, manager, staff, clients and their family members, and community members.
- G. Initiative: Demonstrates the ability to work with a sense of urgency in times of high stress, deadlines, and demanding workloads.
- H. Hours of Operation: Willing to shift work hours to accommodate workloads, meeting schedules and special event needs.

### Principle Activities by Key Result Area

- A. Management/Administration
  - 1. Answer phones, determine eligibility of clients for services, complete intakes and pre-test, assess needs, and initiate needed services.
  - 2. Enter Razz notes for previous client contact/actions taken/needed and prepare accordingly. Enter data to help the organization function efficiently.
  - 3. Maintain and report statistical information as required by management, meeting department standards for timeliness, accuracy and quality.
  - 4. Maintain updates to policy and procedure manual for CSN.
  - 5. Facilitate the purchase of office supplies and stamps, and maintain office efficiencies.
  - 6. Organize promotional materials, office supplies, printing and a broad range of items relating to client services.
  - 7. Assist with providing referrals for clients to other resources as needed.
  - 8. Maintain and report financial information for CSN staff and Board.
  - 9. Attend Board meetings and Program Committee meetings.

10. Responsible for payment of all direct reimbursement to clients: health insurance, emergency funds, prescriptions and transportation reimbursement.
11. Provide statistical data for grants, reports, and presentations.
12. Maintain timely updates for social networking sites, Constant Contact, Active.com, PayPal, and website.
13. Maintain computer network and assist CSN staff with computer services.
14. Provide phone interviews with clients at 90 days after start of services to complete evidence-based program evaluation. Enter statistical data into qualitative results based report. Maintain call logs to document calls made and results of evaluations.
15. Assist clients with bra and prostheses fittings, and the selection of wigs, hats and scarves.
16. Record and acknowledge in-kind donations of medical equipment and supplies in writing within 48 hours.
17. Prepare financials and board packets as required for board meetings.
18. Order lunch for board meetings and prepare board meeting materials.
19. Schedule meeting room reservations and assist in the preparation for meetings.
20. Assist with meeting reminders and notifications of meetings.
21. Maintain office facility.
22. Perform other duties as requested or assigned by Executive Director.

B. Finances/Budget

1. Maintain and review records of services in order to monitor related expenditures and stay within budget.
2. Provide information and suggestions to the Executive Director regarding financial matters.
3. Maintain all checking account balances, reconciliation of bank statements, responsible for remote deposits and execution of payroll.
4. Report of monthly financial position to Executive Committee and Board of Directors at meetings.
5. Prepare financial and client documentation for audit and the preparation of annual budget.
6. Prepare and submit documentation to IRS for the filing of monthly and quarterly reports.

C. Financial Development

1. Assist in fund raising events as appropriate.
2. United Way presentations.

D. Volunteers

1. Support board members and other volunteers as needed.
2. Initialize calls to volunteer groups to recruit volunteers for assistance with office duties and fundraising events.
3. Enlist groups and organizations to be called on for volunteer needs.