



POSITION DESCRIPTION

Position Title:	Regional Director	Overtime Status:	Exempt, Full-time
Department:		Location:	Kauai
Reports to:	President/CEO	Direct Reports:	Program Case Managers

PRIMARY PURPOSES OF THE POSITION:

The Regional Director (RD) is the lead for the local Island community helping assure Big Brothers Big Sisters Kauai (BBBSK) significance and success. This position provides high-level customer service in response to all functions of BBBSK. The functions include, volunteer recruitment, fund development and marketing.

In the area of program services, the RD works in coordination with the Statewide Program Management Team to insure program goals and metrics are achieved.

The successful RD will produce positive outcomes revenue raised and community development including the regional board. In addition, the successful RD will produce positive outcomes in children served in coordination with the Statewide Team.

SPECIFIC DUTIES OF THE POSITION:

Administration

- Enforces company policies and procedures to be in alignment with statewide implementation efforts.
- Works with the respective Island regional board of directors (regional board) to insure their participation in assisting with resource development of funding and volunteers.
- Works with all local Island agency staff positions and Statewide Management to achieve effective and efficient day-to-day program service delivery and operations.

Resource Development

- Identifies and cultivates relationships with community and regional board members interested in BBBS who can provide an ongoing supply of potential volunteers and financial support.
- Supports the work of the regional board.
- Coordinates and executes written, phone, and face-to-face gift requests.
- Coordinates and executes any special events.
- Maintains donor and program records as mandated by BBBS Hawaii's recordkeeping policies and procedures.

Other

- Identifies and negotiates partnerships with agencies, employers and school districts.
- Participates in statewide staff meetings and leadership team meetings with the President/CEO.

- Provides timely reports as required.
- Actively participates in community meetings and events.
- Performs other related duties as assigned.

COMPETENCIES:

- **Customer Focus**—Meets the expectations and requirements of internal and external customers; gets first-hand customer information and uses it effectively for improvements in products and services; talks and acts with customers in mind; establishes and maintains effective relationship with customers and gains their trust and respect; deals effectively with diversity.
- **Sales/Marketing**- Ensures customers feel they have been listened to; establishes credibility quickly; creates and seizes opportunities to match customer interest with BBBSH options (partner, donor, volunteer, etc.); displays enthusiasm and commitment; maintains a positive “can-do attitude; answers detailed questions about BBBSH for the community.
- **Interpersonal Savvy**—Relates well to all kinds of people outside the organization; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; diffuses difficult situations comfortably; doesn’t show frustration. Uses strengths in this area to understand the strengths and weaknesses of others; asks good questions and applies critical thinking and assessment in making good decisions.
- **Results/Outcome Orientation**---Is motivated by results; can be counted on to meet and exceed goals successfully; bottom-line oriented; pushes self for results; sets clear objectives and measures, monitors process and progress.
- **Approachability**—Is easy to approach and talk to; expends extra effort to put others at ease; can be warm, pleasant and gracious; is sensitive to and patient with others; builds rapport well; is a good listener.
- **Organizing**—Marshals resources to get things done; orchestrates multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process. Can prioritize quickly and effectively.

KNOWLEDGE AND SKILLS:

- Minimum Bachelor’s Degree preferred.
- Demonstrated ability to think strategically and work collaboratively to inspire, motivate and focus.
- Results orientated approach through high levels of organization, prioritizing and excellent public speaking, presentation and writing skills.
- Proficiency in technical areas such as Microsoft OFFICE, including Word, Outlook, and Excel and able to manage office equipment (phones, faxes, copiers, computers, etc.).
- Must commit to maintaining confidentiality of agency and donor information.
- Excellent oral communication skills reflecting solid customer service both in-person and via the telephone.
- Ability to relate well in multicultural environments.
- Willing and able to work irregular hours and have a flexible work schedule.
- Possess a valid driver’s license and proof of insurance and able to use personal vehicle for local travel on agency business.
- Represent the program to the public in a positive and energetic manner.

WORKING CONDITIONS:

- Ability to lift 10 lbs.
- Work will primarily be done in an office setting. Ability to use personal computer, telephone, fax, photo copier, typewriter, postage meter, and related office equipment.
- Work Hours: Full-Time. Some evening/weekend work on occasion.
- Ability to sit in meetings for long periods of time. Ability to work effectively using a personal computer for long periods of time.
- Mental demands: Must be able to work with deadlines and process multiple projects simultaneously.
- Valid driver's license, work is done primarily in the office, but travel time is required.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Contents may be subject to change to meet the needs of the organization.

Equal Employment Opportunity

Big Brothers Big Sisters Hawai'i provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, veteran status, sexual orientation, disability, or any other characteristic protected by state, federal, or local law.

Americans with Disabilities Act

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

Job Responsibilities

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters Hawai'i may change the specific job duties with or without prior notice based on the needs of the organization.

Disclaimer

This job description has been designed to indicate the general nature and level of work performed by employees within this classification, it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

ACKNOWLEDGEMENTS	
Creation Date:	Revision Date: March 2021

Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: