

JOB TITLE: Director of Public Services

CLASS: Management

CATEGORY: At-will

STATUS: Full time

BENEFITS: Eligible

REPORTS TO: Board of Directors

LAST UPDATED: December 20, 2012



JOB SUMMARY:

The Director of Public Services is part of the Senior Management Team that shares executive responsibility for the organization of Free Geek as a whole. This position is specifically responsible for ensuring quality, responsive educational programs and customer, volunteer and donor satisfaction. The incumbent will be expected cultivate external organizational partners and build team strength and cohesion across all organizational levels in the Public Services Department.

DETAILED ESSENTIAL RESPONSIBILITIES:

Departmental Management and Oversight

- Hire, evaluate, mentor and discipline 4-8 FTE including one or more subordinate managers.
- Ensure that all relevant metrics and analyses are presented to the Senior Management Team and Board of Directors accurately and in a timely fashion.
- Meet regularly with other managers and stakeholders to discuss educational issues.
- Recruit, train and retain instructors for Free Geek's educational programs.
- Establish and maintain strong, mutually beneficial relationships with other organizations that can contribute financial, logistical or hardware donation assistance.
- Work with sales staff and contractors to maximize sales revenue within established guidelines for consumer education and environmental responsibility.
- Work with other staff and contractors to maximize donation revenue and other external funding while preserving Free Geek's reputation for high integrity in all its business practices.
- Ensure the timely, effective and secure provision of tech support services for Free Geek customers, volunteers and hardware grant recipients.
- Publicize Free Geek's broad range of educational, volunteer, hardware grant, retail and online sales opportunities.
- Establish and maintain high standards of customer service for all sales, volunteer, donor and hardware grant interactions.
- Ensure a sufficient number of volunteers to maintain Free Geek's operations and production model.
- Implement the Board's priorities for volunteer participation in Free Geek's inclusive planning process.
- Other duties as may be necessary or desirable.

Senior Management Team Participation

- Propose strategic priorities and annual budget to the Board.
- Actively engage the Board in necessary conversations about relevant issues and information.
- Ensure a positive public image for Free Geek.
- Ensure adequate organizational income and responsible organizational expenses.
- Align all operations with Free Geek's mission, values and goals.
- Hire, evaluate, mentor and discipline a Human Resources Partner who crosses departmental lines.
- Propose hiring decisions, performance evaluations and disciplinary actions regarding other members of the Senior Management Team to the Board.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to effectively guide and direct the work of employees with a broad range of duties and skill levels.
- Ability to clarify areas of agreement and call out areas of disagreement in order to help team members articulate and hear legitimate concerns.
- Confidence to implement decisions even in the absence of unanimity.
- Basic to intermediate knowledge of principles and practices of adult learning, such as would typically be gained through 1-3 years of experience regularly planning and leading educational programs for adults.
- Intermediate to advanced knowledge of customer service, such as would typically be gained through 3-5 years of full-time progressively responsible experience in a retail, educational, library or other public services setting.
- Basic to intermediate knowledge of principles and practices of project management, such as would typically be gained by 1-3 years of experience regularly leading educational, sales, customer service, volunteer recruitment and appreciation, tech support or strategic planning projects to successful completion.
- Ability to effectively manage a broad range of projects and activities at one time.
- Ability to develop and maintain organized systems.
- Ability to routinely maintain a calm, positive and professional attitude in a sometimes chaotic environment.
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Proficiency with using standard office software.
- Fluency in written and spoken English.
- One year of supervisory experience.
- Ability to identify organizational strengths, weakness, opportunities and threats over a five-year planning window.
- Ability to map strategic priorities to budget line items.
- Ability to synthesize large amounts of information from diverse sources into concise reports.
- Ability to recognize and predict responses to organizational actions by varying constituencies.
- Intermediate to advanced knowledge of principles and practices of budget management.
- Ability to apply multiple methods of analysis to complicated problems.
- Strong motivation and aptitude for self-directed learning.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Demonstrated confidence and competence working with diverse populations.
- Fluency in Spanish or another language besides English.
- 3-5 years of supervisory experience.