

January 2021

# Compensation Study



## 2021 Compensation Study

Submitted by:

*Shannon Mick, MBA, CCP*  
*SKM HR Consulting*

PH: (505) 220-5877

January 12, 2021

Mrs. Marisa Williams  
CEO  
Hearth  
PO Box 318  
Glenshaw, PA 15116

Dear Ms. Williams:

We are pleased to present the final Job Descriptions for all positions at Hearth. Thank you for giving us the opportunity to continue to serve Hearth.

Sincerely,

A handwritten signature in cursive script that reads "Shannon Mick". The signature is written in black ink and is positioned above the printed name.

Shannon Mick, CCP, MBA



**POSITION TITLE:** Communications Director  
**CLASSIFICATION:** Exempt  
**SUPERVISOR:** Chief Executive Officer  
**GRADE:** VIII

### **Job Summary**

Develops and executes comprehensive external marketing and communications plans and strategies designed to support business goals, promote company identity, ticket sales, sponsorships, donations, and improve overall external audiences' brand awareness and engagement. Develops, implements, and manages communication strategies, public relations, tactics and activities to garner consistent and compelling visibility across media and communications channels served by the organization and also at the national level.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Develops and implements an active communications plan to maintain inspiring connections with existing donors, supporters, and partners, contributing to desired donor retention rates.
- Develops and implements an active compelling communications plan to attract new donors, supporters, and partners, contributing to measurable increases.
- Ensures the outstanding quality of all communication pieces, including the accuracy of information, appropriateness of tone, design appeal, and brand compliance.
- Oversees the organization's online presence, including website, digital media content, email marketing campaigns, and social media channels.
- Markets and promotes the organization's goals and objectives in order to develop grass-roots support within the community.
- Develops public relations budget and controls costs to approved budgets.
- Conducts competitive research to recommend marketing and community programs.
- Develops and manages annual budgets for Public Relations and Marketing and performs periodic cost and productivity analyses.
- Participates in the development, implementation and maintenance of policies, objectives, short-and long-range planning; develops and implements projects and programs to assist in accomplishment of established goals.
- Administers programs and service in accordance with applicable laws, regulations, policies, procedures and guidelines and has delegated authority that allows independent decision-making allocations and use of resources.
- Ensures all materials, budgets and fundraising proceeds are managed accurately and with integrity.
- Provides education and information regarding Hearth services, needs and opportunities.
- Provides information to the community of the full range of services and accomplishments through community engagement outreach, including events and dissemination of information materials, web page and participation with existing and emerging organizations and initiatives.
- Advises the CEO and the organization's board of directors on public relations and marketing-related issues.
- Performs other duties as assigned.



**Required education and experience**

- Bachelor’s Degree in Journalism, Marketing, Administration, Public Relations, Communication or related field.
- Five years experience in public relations and marketing.
- Effective interpersonal skills and presence, including articulate oral and written language skills.
- Valid driver’s license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

**Preferred education and experience**

- Nonprofit experience preferred.
- MBA in Marketing or Public Relations or related field preferred.

**Competencies**

- Tech Savvy
- Creativity
- Analytical
- Excellent Communication Oral/Written

**Supervisory responsibilities**

No supervision.

**Work environment**

Typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. May encounter frequent interruptions throughout the workday. Attends events on behalf of the organization. May require remote work when necessary. Local travel will be required.

**Physical demands**

The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_

Date \_\_\_\_\_

HR \_\_\_\_\_

Date \_\_\_\_\_



Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_



**POSITION TITLE:** Development Associate  
**CLASSIFICATION:** Non-Exempt  
**SUPERVISOR:** Development Director  
**GRADE:** IV

### **Job Summary**

Performs a variety of skilled administrative and clerical duties for fundraising programs, events, volunteers and activities. Provide operational and logistical support to development department.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Provides clerical and/or accounting support to the department, including answering phones, typing, arranges for pickups and data entry of contributions and billings; receives, records, deposits, and tracks revenues.
- Processes contributions into fundraising database and generates thank you letters to donors.
- Maintains donor database and ensures it is up to date. Ensures quality control and donation data integrity.
- Confirms, verifies, and/or follows-up on deposits, gift requests, matching gift contributors, and credit card charges; provides information to donors and prospective donors as required.
- Supports coordination, and executes effective, ongoing fundraising and organizational events.
- Maintains records and mailing lists; generates fundraising progress reports for Board, staff and stakeholders.
- Ensures donor follow up is completed on a standard and timely basis.
- Prepares mailing lists for any approaching events, outgoing advancement mailings, etc.
- Records and delivers messages or transfers calls to voice mail when appropriate.
- Schedules appointments, coordinates and arranges meetings, workshops, conferences, programs, and other events in Advancement.
- Provides desktop publishing and graphic design support as needed.
- Reviews all outgoing correspondences, reports and other documents prepared for signature.
- Coordination of execution of food pantry donations.
- Utilizing the Access Client Database; manage the 6, 12 & 18 month survey process from initial contact with former participant(s) through entry of survey information as well as manage and develop reports for statistics, create and run queries.
- Sits on the Program Outcomes Committee and works closely with the Outcomes volunteer.
- Engages in strategic activities that increase engagement within the community, awareness of HEARTH's resources and programs.
- Develops quarterly reports on donor giving to assist with pipeline development and benchmarking.
- Completes prospect research as needed.
- Participates in special projects as needed
- Performs other duties as assigned.

### **Required education and experience**



- High School Diploma or GED.
- Three years administrative or secretarial experience.
- Advancement or development experience required.
- Computer proficiency required.
- Valid driver's license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

### **Preferred education and experience**

- Bachelor's Degree preferred.
- Database experience preferred.

### **Competencies**

- IT Application
- Teamwork/Collaboration
- Accuracy and attention to detail
- Excellence oral and written communication

### **Supervisory responsibilities**

No supervision

### **Work environment**

Typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. May encounter frequent interruptions throughout the workday. Attends events on behalf of the organization. May require remote work when necessary. Local travel may be required.

### **Physical demands**

The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.

### **Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_



**POSITION TITLE:** Development Director  
**CLASSIFICATION:** Exempt  
**SUPERVISOR:** Chief Executive Officer  
**GRADE:** IX

### **Job Summary**

Oversees all aspects of the organization's development functions. Manages and develops a prospect portfolio to optimize fundraising opportunities. Designs and implements programs and special events to maximize prospect/donor engagement. Provides leadership to the organization's efforts to obtain financial and other support to sustain its work, including planned, annual and deferred giving; designs approaches to individuals, foundations and corporations.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Manages employees and volunteers, which includes hiring, work allocation, training, promotion and enforcement of internal procedures and controls, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Develops and manages annual budgets for Development and performs periodic cost and productivity analyses.
- Participates in the development, implementation and maintenance of policies, objectives, short-and long-range planning; develops and implements projects and programs to assist in accomplishment of established goals.
- Identifies, cultivates, solicits, and stewards major gift donors and prospects including individuals, corporations, and/or foundations, through visits and other forms of direct personal contact in accordance with performance targets.
- Builds relationships with key individuals, institutional donors, corporations, foundations, and board members having the potential to lead toward funding.
- Consistently makes active and personalized funding requests to individuals, corporate partners, and private funders.
- Takes a leadership role in the production of compelling and successful grant and funding requests that result in significant funding for the organization.
- Researches, writes, edits, and/or oversees the preparation of persuasive, accurate, and grammatically and syntactically correct solicitations, proposals, case statements, reports, correspondence, and other development-related communication materials in support of fund-raising activities.
- Administers programs and service in accordance with applicable laws, regulations, policies, procedures and guidelines and has delegated authority that allows independent decision-making allocations and use of resources.
- Oversees campaign activities such as special events, communications, personal associations, and membership in community organizations.
- Oversees the maintenance of the database and all donor transactions and related development information.





- Coordinates publicity for development events by determining the most effective advertising medium and approach. Approves public service announcements, interviews, and other media and press releases.
- Ensure all materials, budgets and fundraising proceeds are managed accurately and with integrity.
- Provide donor education and information regarding Hearth needs and funding opportunities; and the safe, secure, professional management of the donor's philanthropic gifts.
- Provide information to donors of the full range of services and accomplishments through community engagement outreach, including events and dissemination of information materials, web page and participation with existing and emerging organizations and initiatives.
- Plans and evaluates all campaigns.
- Advises the CEO and the organization's board of directors on development-related issues.
- Performs other duties as assigned.

### **Required education and experience**

- Bachelor's Degree in Journalism, Marketing, Administration, Public Relations, Communication or related field.
- Five years experience in fundraising, donor acquisition, major gift solicitation, grant writing, corporate sponsorship, planned giving, capital and annual campaigns.
- Three years in a supervisory level position.
- Effective interpersonal skills and presence, including articulate oral and written language skills.
- Proven success in special event planning and management.
- Valid driver's license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

### **Preferred education and experience**

- Public relations, communications, graphics design, or marketing experience preferred.
- MBA in Marketing or related field preferred.

### **Competencies**

- Critical Thinking/Problem Solving
- Excellent Oral/Written Communications
- Social Intelligence

### **Supervisory responsibilities**

Supervises development direct report employees.

### **Work environment**

Typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. May encounter frequent interruptions throughout the workday. Attends events on behalf of the organization. May require remote work when necessary. Local travel will be required.



**Physical demands**

The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

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Employee \_\_\_\_\_ Date \_\_\_\_\_



**POSITION TITLE:** Finance Director  
**CLASSIFICATION:** Exempt  
**SUPERVISOR:** Chief Executive Officer  
**GRADE:** X

### **Job Summary**

Accomplishes the objectives of the Finance department by supervising and coordinating all accounting functions. Ensures all accounting functions and programs are maintained in accordance with Generally Accepted Accounting Principles and Governmental Accounting Standards. Oversees information technology, office services, facilities and grounds, transportation, HR administration, and purchasing.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Manages employees, which includes hiring, work allocation, training, promotion and enforcement of internal procedures and controls, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Achieves financial objectives by preparing and monitoring the annual budget inclusive of operational plans and objectives.
- Ensures timely and accurate preparation and submission of final monthly, quarterly, and annual financial statements in accord with Generally Accepted Accounting Standards and Governmental Accounting Standards.
- Oversees the monthly close process, monthly, quarterly and annual billings to clients for services provided, billing reimbursements from clients, collection of accounts receivable, accounts payable, payroll, monthly reporting for the owner, monthly preparation of a reforecast, assist in annual tax return preparation and all treasury administration.
- Identifies, develops, and implements standardized accounting policies, procedures, and ordinances within HEARTH's Financial Policies and Procedures in accordance with Generally Accepted Accounting Principles and Governmental Accounting Standards. Ensures all staff are trained on policies and procedures.
- Participates as a member of the management team in the development and implementation of organization-wide policies and programs that will contribute to its overall success.
- Oversees development and implementation of financial systems.
- Establishes and administers cost effective and efficient standards for control of expenses.
- Analyzes revenue and expenditure trends and ensures expenditure control.
- Reviews payroll including calculation of all incentive pay and ensuring payment amounts are in accord with employee contracts, tax withholding statements, and appropriate deductions for employee benefits, calculation of vacation and sick time.
- Serves as staff liaison with external financial statement auditing firm. Coordinates all audit activity for organization. Serves on HEARTH's Finance Committee.
- Prepares and interprets accounting reports to management and board.
- Advises the CEO and the organization's board of directors on financial issues.
- Manages accounting systems for HEARTH & Benet Woods.



- Manages Payroll, 403B, and Insurances.
- Completes all IRS Census.
- Performs other duties as assigned.

### **Required education and experience**

- Bachelor's Degree in Accounting, Finance or related field.
- Five years progressive work experience controlling centralized accounting activities for multiple fund programs and/or accounts; experience in auditing, computerized fund accounting, indirect cost negotiations, and federal program accounting.
- Three years in a supervisory level position.
- Effective interpersonal skills and presence, including articulate oral and written language skills.
- Proven success in special event planning and management.
- Valid driver's license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

### **Preferred education and experience**

- MBA in Accounting, Finance or related field preferred.
- CPA preferred.

### **Competencies**

- Financial Acumen
- Professional Ethics & values
- Strategy, Planning and Performance
- Reporting
- Critical Thinking/Problem Solving
- Professionalism/Work Ethic
- Communication

### **Supervisory responsibilities**

Supervises direct report employees.

### **Work environment**

Typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. May encounter frequent interruptions throughout the workday. Attends events on behalf of the organization. May require remote work when necessary. Local travel will be required. Evening and weekend work may be required.

### **Physical demands**

The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.



**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_



**POSITION TITLE:** Maintenance Technician  
**CLASSIFICATION:** Non-Exempt  
**SUPERVISOR:** Finance Director  
**GRADE:** III

### **Job Summary**

Performs a wide range of facility service tasks including non-technical maintenance of plumbing, electrical, heating, ventilating, and/or air conditioning facilities and equipment, at a level not requiring formal licensure.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Monitors, maintains, and performs standard repairs to building electrical facilities and systems, fixtures, switches, and outlets.
- Monitors performance of heating, ventilation, and cooling systems for the facility; performs standard repair/replacement of components, as appropriate, and non-technical maintenance tasks such as turning on and off, cleaning of heating and cooling fan coil units and adjustment of system controls.
- Monitors and performs non-technical maintenance of plumbing systems, to include standard repair of leaking fixtures, cleaning obstructed waste lines, installing water coolers, and/or performing non-technical modifications to plumbing and water supply systems.
- Assists licensed electricians and plumbers, as appropriate.
- Performs carpentry maintenance tasks including routine sheetrock/drywall installation and/or repair, painting and texturing, and door and hardware installation; paints interior and exterior finishes, as appropriate.
- Performs general maintenance, custodial, and trash removal tasks.
- Repairs kitchen equipment.
- Ensures proper care in the use and maintenance of equipment and supplies; promotes continuous improvement of workplace safety and environmental practices.
- Documents facilities maintenance requirements; maintains appropriate records of work performed.
- Oversees systems management-fire, elevator, security, water and building and grounds
- Manages external facility contracting with oversight from Finance Director
- Oversees snow removal, as required.
- Performs other duties as assigned.

### **Required education and experience**

- High School Diploma or GED.
- One year maintenance experience.
- Knowledge and experience in two or more trades.
- Valid driver's license.



- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

**Preferred education and experience**

- Trade license preferred.

**Competencies**

- Safety/Security Conscience
- Respect for Standards
- Critical Thinking and Decision Making

**Supervisory responsibilities**

No supervision

**Work environment**

Typically works in an outside environment and interior rooms. Must possess sufficient stamina to work under all types of weather conditions including extreme hot/cold and to lift, carry, push, or pull a variety of tools, equipment and materials. Work may be performed in wet, damp and cramped or close work area. Exposure to chemicals and hazardous materials and moving parts may occur. Extended hours and irregular shifts may be required.

**Physical demands**

The employee is regularly required to stand, walk, climb; frequently required to reach, bend or lift up to 50 lbs.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee’s understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_



**POSITION TITLE:** Program Director  
**CLASSIFICATION:** Exempt  
**SUPERVISOR:** Chief Executive Officer  
**GRADE:** VIII

### **Job Summary**

Provides overall management and direction to social services and mental health programs including management of staff, developing and controlling the budget, developing and implementing policies and procedures, participating in obtaining funds and grants, coordinates and integrates program with others in the organization.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Oversees the supervision of personnel, which includes work allocation, training, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Ensures compliance with established laws, regulations, policies, procedures, and work standards.
- Responsible for planning, organizing, coordinating and directing the housing and social programs.
- Administer the budget and prepare budget modifications when necessary and account for variances.
- Acts as liaison with government agencies, the community and the public relative to funding, contracts and delivery of services.
- Assist with preparation and monitoring of city, state and federal grants.
- Establishes, implements, and communicates goals, objectives, policies, and procedures in accordance with strategic plan, and with requirements.
- Promulgates rules and regulations for the department; communicates departmental policies, procedures, regulations, guidelines, goals, and objectives.
- Evaluates all programs to plan and implement priorities to meet the needs of the community.
- Compiles and distributes the housing annual report; plans and conducts a public relations campaign designed to promote local understanding and acceptance of the housing programs.
- Implements the housings inspection requirements including fire and safety visits covering apartments; maintains move-in and move-out records.
- Counsels and aids individuals and families requiring social service assistance.
- Interviews and evaluates applicants for services, formulates and implements treatment plan of action and goals.
- Administers programs and service in accordance with applicable laws, regulations, policies, procedures and guidelines and has delegated authority that allows independent decision-making allocations and use of resources.
- Assists applicants in applying for and obtaining social and other services.
- Reviews operations to determine impact and effectiveness, provides recommendations for expansion, and/or improvements in services.
- Ensures confidential maintenance of all files.





- Maintains appropriate documentation on incidents as required by policies and procedures. Generates reports as needed.
- Contributes to program effectiveness by: identifying short-term and long-range issues and goals that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of actions; and implementing directives.
- Conducts annual program evaluation and assessments of program components and staff according to established policies, procedures, and regulations.
- Serves as liaison for TREK
- Performs other duties as assigned.

### **Required education and experience**

- Bachelor's Degree in Social Services, Counseling, Public Administration, or related field.
- Five years experience in administering housing and/or social service programs.
- Three years in a supervisory level position.
- Effective interpersonal skills and presence, including articulate oral and written language skills.
- Valid driver's license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

### **Preferred education and experience**

- Social Work and Counseling experience preferred.
- Licensed in Social Work or Counseling preferred.
- Facilitation of connecting clients with other services in the community experience.

### **Competencies**

- Critical Thinking/Problem Solving
- Professionalism/Work Ethic
- Excellent Oral/Written Communications
- Strategy Development
- Decision Making
- Social Intelligence

### **Supervisory responsibilities**

Supervises program direct report employees.

### **Work environment**

Typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. May encounter frequent interruptions throughout the workday. Attends events on behalf of the organization. May require remote work when necessary. Local travel will be required. May provide services on evenings and weekends.

### **Physical demands**



The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_



**POSITION TITLE:** Program Outreach Coordinator  
**CLASSIFICATION:** Non-Exempt  
**SUPERVISOR:** Program Director  
**GRADE:** IV

### **Job Summary**

Plans, organizes, coordinates and administers activities and programs.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Assists with initial referrals and screening and maintains a waiting list.
- Assist client in completing all necessary documentation for services.
- Assumes responsibility for the implementation of a single program ensuring compliance with the stated objectives of the project.
- Coordinates the work of others within the program.
- Promotes effectiveness of program services for clients by acting as liaison between program site and home.
- Communicate with program staff and family members with respect to goals, concerns and progress.
- Collects and analyzes program data. Makes recommendations for program improvement.
- Promotes family involvement through home visits, phone calls or written communication to promote family involvement.
- Maintains program participant files.
- Provides referrals for community resources as needed.
- Consults and collaborates with tribal and local resources in order to improve service
- Ensures the Transitional House compliance with all licensing requirements.
- Complete regular administrative paperwork, including accurate daily, weekly, monthly and annual reports as required.
- Maintains knowledge of resources and facilities available to individual(s) and family members.
- Collaborates with personnel at other facilities and agencies to coordinate smooth and effective transfers and transitions.
- Management of the Apartment Store In Kind Closet in Coordination with Volunteer & Administration Coordinator.
- Prepares correspondence and other communications to participants.
- Performs other duties as assigned.

### **Required education and experience**

- High School Diploma or GED.
- Two years administrative programmatic experience in Social Services, program administration or related field.
- Computer proficiency required.
- Valid driver's license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.



*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

**Preferred education and experience**

- Bachelor's Degree preferred.
- Peer Counselor Certification preferred.

**Competencies**

- Critical Thinking/Problem Solving
- Professionalism/Work Ethic
- Communication

**Supervisory responsibilities**

No supervision

**Work environment**

Typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. May encounter frequent interruptions throughout the workday. Attends events on behalf of the organization. May require remote work when necessary. Local travel may be required.

**Physical demands**

The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_



**POSITION TITLE:** Security Officer  
**CLASSIFICATION:** Non-Exempt  
**SUPERVISOR:** Finance Director  
**GRADE:** I

**Job Summary**

Provides security and surveillance services on weekends for the tenants of the housing units according to policies and procedures.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

**Essential duties and responsibilities**

- Tours the building and grounds for any suspicious persons or activities.
- Provides emergency services in an effort to prevent fire, theft, vandalism and illegal entry.
- Inspects equipment in order to detect any tampering or irregularities such as leaking pipes, fire hazards, etc.
- Examines all doors and windows at least once a night, especially in a tenant's absence.
- Investigates unusual disturbances on the premises to maintain peace and order.
- Observe and report incident of theft, fire, vandalism, signs of illegal entry to property.
- Write and maintain daily logs and incident reports legibly and accurately; ensure an accurate account of location and whereabouts during daily patrols.
- Ensures all Surveillance equipment is functioning properly throughout their respective shift; changes and labels videotapes according to established policies and procedures.
- Ensures that all video logs, investigation notes, incident reports and all other required are completed in a thorough, accurate and timely manner.
- Reports all disturbances that cannot be dealt with to a supervisor or the Police Department as required.
- Performs other duties as assigned.

**Required education and experience**

- High School Diploma or GED.
- One year security experience.
- Valid driver's license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

**Preferred education and experience**

- 

**Competencies**

- Awareness of internal and external safety and security risks
- Observation skills



- Attention to detail

### **Supervisory responsibilities**

No supervision

### **Work environment**

Typically works in an interior environment and outdoors. Must possess sufficient stamina to work under all types of weather conditions including extreme hot and cold and to lift, carry, push, or pull a variety of tools, equipment and materials. Uses a computer, surveillance equipment, telephone and other office equipment as needed to perform duties. The noise level in the work environment is low to moderate. May encounter frequent interruptions throughout the workday. Evening, weekend, and holiday work is required. Extended hours and irregular shifts may be required.

### **Physical demands**

The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.

### **Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_



**POSITION TITLE:** Special Events Program Manager  
**CLASSIFICATION:** Non-Exempt  
**SUPERVISOR:** Development Director  
**GRADE:** V

### **Job Summary**

Develop and implement comprehensive pro-active plans to generate funds, attendance, and/or increased membership, volunteers, and/or clients for the organization through promotion, special events programs, and direct mail promotion.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Identifies types of special events appropriate to the organization's image and purpose.
- Coordinates planning for special events, including consulting with conference or event directors or other personnel to establish goals, services required, facility needs and appropriate usage, manages event budget, and fee schedules.
- Obtains competitive bids from vendors to ensure the lowest bid with the highest quality of service and products.
- Monitors and prepares reports on revenues and expenditures to ensure cost effective events and programs.
- Provides on-site coordination and consultation which includes problem-solving, decision-making, and interaction with vendors and members of the community.
- Prepares and provides post-activity evaluation data to determine its success, improvements needed the next time the event occurs; prepares scheduled and special reports as required.
- May perform a variety of administrative functions, including data management and correspondence.
- Oversees promotion and event marketing by developing, designing and distributing advertising, press releases, mailings, posters, flyers, newsletters, brochures, web pages, and other materials.
- Identifies, cultivates, solicits, and stewards donors and prospects including individuals and corporations.
- Engages in strategic activities that increase engagement within the community, awareness of HEARTH's resources and programs.
- Plans and organizes ticket sales.
- Responsible for management of in-kind donations specifically for Spring and Winter programming.
- Performs other duties as assigned.

### **Required education and experience**

- High School Diploma or GED.
- Three years special event planning experience.



- Advancement or development experience required.
- Excellent interpersonal, oral and written communication skills.
- Valid driver's license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

### **Preferred education and experience**

- Bachelor's Degree preferred.

### **Competencies**

- Critical Thinking/Problem Solving
- Teamwork/Collaboration
- Professionalism
- Excellent Oral/Written Communication

### **Supervisory responsibilities**

No supervision

### **Work environment**

Typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. May encounter frequent interruptions throughout the workday. Attends events on behalf of the organization. May require remote work when necessary. Local travel may be required.

### **Physical demands**

The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.

### **Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_





**POSITION TITLE:** Volunteer & Administrative Coordinator  
**CLASSIFICATION:** Non-Exempt  
**SUPERVISOR:** Chief Executive Officer  
**GRADE:** IV

### **Job Summary**

Manages all aspects of Hearth's volunteer program including recruitment, scheduling, orientation, training and retention of volunteers. Provides administrative support to CEO. Performs processes related to employment, benefits and/or training, and maintains employee information.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Essential duties and responsibilities**

- Recruits, trains and coordinates the activities of the organization's volunteers.
- Maintains volunteer database.
- Nurtures volunteers to improve their connection to the organization.
- Provides initial orientation for prospective volunteers.
- Develops and implements methods to retain existing volunteers.
- Serves as a primary contact and information resource for volunteers.
- Identifies work throughout the organization that can be accomplished by volunteers and promotes their services. Identifies leaders among the volunteers and recruits them for additional responsibilities.
- Recognizes volunteer service on a regular basis, both formally and informally.
- Oversees and provides support for the E-Ambassadors and Young Professional Board.
- Provides administrative support to the CEO and Board of Directors.
- Provides outstanding support on behalf of the CEO to internal and external stakeholders and to the general public to ensure excellent customer, donor, stakeholder and community relations.
- Schedules and coordinates logistics for meetings and special events, including board meetings, committee meetings, donor appointments, strategic planning sessions, and staff retreats.
- Responsible for management of in-kind donations specifically for Spring and Winter programming.
- Actively supports a high performance environment that promotes motivation, effectiveness and inspiration among team members, board members, volunteers, clients, donors and partners.
- Provides assistance and support to the CEO in problem solving, project planning and management, and development and execution of stated goals and objectives.
- Processes employee transactions which may include recruiting, onboarding, status changes, training or benefits paperwork.
- Maintains and ensures accuracy of employee databases and files.
- Assists with recruiting efforts, screening resumes and reviewing application forms; scheduling interviews for others, checking references and orders any background or clearance checks needed prior to a employee or volunteer starting work.



- Oversees purchasing for office and administrative needs.
- Maintains and ensures accuracy of participant payments.
- Provides information to employees on policies and procedures.
- Responsible for the coordination of all in kind efforts specific to the HEARTH Store & Clothing Closet.
- Performs other duties as assigned.

**Required education and experience**

- High School Diploma or GED.
- Two years providing administrative support.
- Valid driver’s license.
- Must be able to successfully pass a pre-employment drug/alcohol screen and background investigation.

*Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently*

**Preferred education and experience**

- Experience working with volunteers.

**Competencies**

- Awareness of internal and external customer needs
- Excellent Communication-Oral and Written
- Planning and organization
- Time management
- Attention to detail

**Supervisory responsibilities**

Oversees volunteers.

**Work environment**

Typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. May encounter frequent interruptions throughout the workday.

**Physical demands**

The employee is regularly required to sit, talk, or hear; frequently required to stand, walk, reach, bend or lift up to 20 lbs.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_

Date \_\_\_\_\_

HR \_\_\_\_\_

Date \_\_\_\_\_



Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_