

TITLE: Executive Director/CEO

REPORTS TO: IMC Board of Directors (BOD)

STATUS: Exempt

APPROVED: 07/2015

SUMMARY: The Executive Director/CEO conducts the affairs of the Corporation providing leadership and direction in strategy and planning, customer and market development, sponsor and partner communications, executive management and service delivery. Specifically this person will:

RESPONSIBILITIES AND DUTIES

Strategy and Planning

- Develop and communicate a clear vision for the Center to the BOD. Solicit input from the BOD on Center strategy and plans. Develop long and short-term operating plans for BOD review/approval.
- Attend and participate in all BOD meetings and provide BOD with progress reports.
- Assist the BOD with identifying new members to fill board vacancies and meet with new BOD members to conduct an initial orientation.
- Develop and implement innovative strategies and approaches to support and sustain the mission and develop an organizational culture that values innovation and change while providing a supportive environment for staff to excel, but monitor and establish systems to ensure accountability for meeting or exceeding organizational goals.
- Communicate vision, mission and organizational strategy to personnel.
- Evaluate and determine organizational needs and direct the hiring of all personnel.
- Identify and oversee the development of new services and manage and negotiate solution provider agreements.
- Develop revenue strategies to include state and federal grants and other program revenue sources as well as fees for services to support annual goals and meet sponsor match requirements.

Customer, Market and Program Development

- Develop an understanding of the small and medium-sized enterprise (SME) marketplace at both the strategic and tactical levels and the most critical issues and challenges for manufacturers.
- Build relationships with target market to identify market needs and opportunities for services, create opportunities for high-value interactions between key SME personnel, IMC personnel and key partners.
- Identify and evaluate customer needs and learning channels. Continually evaluate, develop and refine a range of educational opportunities and services, high-capability and well-aligned partnerships and business solutions that support the needs of our customers with emphasis on systematic Lean/Continuous Improvement and Innovation.
- Direct the development, implementation and management of IMC's value proposition, brand and marketing and communications strategy.
- Develop and manage the customer relationship and sales process to meet or exceed annual operating goals and manage and oversee the quality of customer development and the service delivery process.
- Develop systems and procedures to obtain and evaluate customer satisfaction with IMC services.

Program Sponsor and Partner Communications

- Achieve full understanding of mission, vision, objectives, guidelines and requirements related to programs that are funded by state, federal or other program sponsors.
- Meet and communicate regularly with senior program managers on the value and impact of IMC services and provide recommendations for program activities and funding levels.
- Meet and communicate regularly with program sponsors and regional, statewide and national partners to ensure alignment with sponsor and partner goals and IMC services and performance.
- Gain understanding of all reporting requirements and implement plans to ensure the submission of accurate reports on a timely basis.
- Act as chief spokesperson for IMC when communicating to the media, sponsors and key partners and represent IMC and the BOD at meetings, events and activities.
- Meet and communicate regularly with members of the U.S. Congress and Pennsylvania General Assembly whose districts include IMC's 12-county region on the value and impact of IMC services.

Executive Management and Service Delivery

- Provide overall direction and leadership for all business affairs of the Corporation.
- Develop and monitor the annual operating and individual program budgets to ensure expenditures meet program and generally accepted accounting practice (GAAP) guidelines.
- Assure that expenditures do not exceed approved budget category amounts by more than 10% and that total annual operating expenses do not exceed the annual program income unless approved by the BOD. Make recommendations to the BOD and program sponsors for budget modifications based on changing program requirements, opportunities and business conditions.
- Monitor and review IMC's balance sheet and sustain a minimal level of operating cash reserves and investments to assure long-term financial health. Develop and make recommendations to the BOD for investing and managing assets.
- Review and approve all contracts and agreements.
- Supervise appropriate staff. Assure that personnel policies and procedures are in place and in compliance with appropriate state, federal and grant guidelines and the policies and procedure are reviewed and approved by the BOD Human Resources Committee. Make recommendations to the Committee on salary ranges and annual adjustments to staff compensation.
- Support service delivery goals through presentations on technical, engineering or relevant business topics and provide technical or other business services to manufacturers.

JOB RELATIONSHIPS

Positions Supervised:

- Administrative & Communications Manager
- Financial & Contracts Manager
- Regional Manager (2)
- IRC Network Coordinator

MACHINES, TOOLS, EQUIPMENT

- Desktop computers & peripherals
- Smartphone, computers & peripherals
- Calculators, printers, copiers, scanners, faxes
- LCD and digital presentation equipment
- Software: Microsoft Office Suite, Outlook, CRM

EMPLOYMENT STANDARDS

Education:

- Minimum of Bachelor's Degree in Engineering or technical discipline related to IMC's focus. Master's Degree or equivalent in Business or related discipline desired.

Experience:

- Minimum of five (5) years' leadership or senior management experience with a technology oriented non-profit organization or private sector business.
- Experience with long-range and program planning with specific deliverables to include budget development, resource allocation and establishment of timelines and demonstrated experience with managing and developing professional staff.

Abilities and Skills:

- High integrity business professional (trustworthy, forthright, respectful, caring, hard-working), mission-oriented and committed to customer success.
- Able to gain immediate credibility as a business thought leader by effectively articulating key issues and challenges when interacting with a wide range of customers, stakeholders and partners.
- Innovative and change oriented in order to respond to a dynamic and often unpredictable business and funding environment.
- Systems thinker, able to recognize the systematic nature of problems on multiple levels (strategic to tactical) and multiple segments (technical, business, people, etc.) and to enable others to see issues more systematically.
- Strong continuous learner, problem solver and decision maker, comfortable in vague situations, able to ask the right questions, develop consensus as necessary, willing to try new things and take risks to respond to new opportunities.
- Ability to focus on fulfilling the organization's mission and achieving organizational goals.
- Ability to solicit input and provide direction and motivation to professional staff with diverse backgrounds and communication styles.
- Ability to clearly communicate complex concepts and ideas both verbally and in writing to groups and individuals.
- Demonstrated sensitivity to diversity and multicultural issues.
- Interpersonal skills necessary to deal effectively and courteously with people at all levels of responsibility.
- Evidence of creative and analytical skills and entrepreneurial initiatives.
- Ability to allocate personnel resources effectively and efficiently to meet program goals.
- Evidence of leadership in conducting successful systematic needs analysis.
- Able to make presentations on technical, engineering or relevant business topics and provide technical or other business services to manufacturers.
- Knowledge of business/industrial operations.
- Evidence of successful grant writing skills.

Physical Standards:

- Work is of a professional office nature and performed in a climate-controlled environment.
- Frequent travel throughout the service region, intermittent statewide travel and infrequent out-of-state travel is required.
- Occasional lifting and/or moving of objects less than 50 pounds is required.