



Title: Deputy Director Jefferson/Lewis County

Reporting Relationship: Program Director

Job Summary: The Deputy Director is a professional who supports the mission, goals, and objectives of the Volunteer Transportation Center, Inc. by assisting with Jefferson/Lewis County office operations, including the organization and direction of staff/volunteers and related office systems.

Responsibilities:

- Demonstrates and carries out the mission in the performance of job duties.
- Actively seeks opportunities for process improvement and initiates as appropriate.
- Guides dispatch staff in the day-to-day operations to accomplish tasks.
- Demonstrates respectful manner toward clients, volunteers, visitors, staff, and members of the community.
- Demonstrates a willingness to help when needed for additional tasks.
- Exceptional verbal and written communication skills and keen attention to detail.
- Ability to prioritize and delegate tasks.
- Resolves conflicts constructively.

Management:

- Be able to perform the duties of staff reporting to you in order to become proficient enough to fill positions for absence or sickness.
- Maintain and enhance the filing system of the organization.
- Administer and supervise the staff and operations of the office within the framework of policies of the organization.
- Participate in training programs that enhance skills and sensitivity for carrying out position responsibilities.
- Work toward program objectives, delivering quality service to clients. Attracting and nurturing volunteer drivers.
- Establish mechanisms to provide constructive, ongoing support and feedback on staff's interaction with consumers, volunteers, donors, and the community.

Preferred Qualifications: Bachelor's Degree (preferred-not required) in Human Services and/or a minimum of two years of not-for-profit management experience. Has excellent interpersonal, verbal, and written communication skills. Proficient computer skills. Gives attention to detail, and has organizational and planning ability. Has the ability to work independently with minimum supervision and meet deadlines. Has a positive attitude and high energy, is a quick learner, is adaptable to change, and is a resourceful problem solver. Above all is generally known as a **kind** person.