

## HEAD START DEPARTMENT

- **Coordinator of Special Services:** Provides services to children with special requirements by collaborating with local school districts; local service providers; state and local agencies; and interacting with families and staff. Develops and maintains disabilities service plan; insures recruitment and enrollment of children with disabilities; insures assessment of children with disabilities; insures development and service delivery of individual education plans; insures nutrition requirements are incorporated; involves parents in program participation; provides transition services for children with disabilities. Early Childhood Special Education Degree or Early Childhood/Elementary Degree preferred with ability to become state certified in Early Childhood Special Education within two years'; or, knowledge of special Education/Mental Health theory, methods and practice obtained through a four year accredited college program and five years of equivalent on the job experience.
- **Custodian/Bus Driver:** Performs general custodial and maintenance as assigned on a daily basis. Assists the FDFY classroom by providing transportation for children on field trips or for any required pickup/delivery. Performs custodial maintenance; transportation to students; guides children's personal and social development. High school diploma or G.E.D. or 4 years job related experience. (Those applicants hired on or after 3/11/02 that do not have a diploma or G.E.D. will be required to obtain one within 2 years of hire to retain employment.) Valid commercial driver's license (CDL) with bus permit required. Basic reading, writing and mathematics skills. Experience working with small children desirable. Good driving record.
- **Head Start Center Manager:** This position develops schedules, assigns and monitors work, implements productivity standards, resolves operation problems, maintains reference manuals. Recruits, selects, orients and trains staff, coaches, monitors and appraising job results. Complies with performance standards, Federal and State Day Care licensing regulations, and Federal and State regulations governing staff. Attends workshops and collaborates among all OAI activities by enforcing quality service to Head Start families. Educational requirements are a current CDA or State awarded certificate for pre-school or an Associates, Baccalaureate, or advanced degree in early childhood education, or a degree in a related field with experience of two years working in this type of environment or comparable Early Childhood Program including direct supervision of three or more employees and the use of management systems.
- **Head Start Cook:** This position designs and prepares meals by planning and implementing menus; controlling food preparation and following recipes while maintaining a sanitary environment and controlling costs by using readily available ingredients and supplies. This position interacts with children in a classroom environment. High school diploma or G.E.D. or 4 years job related experience. (Those applicants hired on or after 3/11/02 that do not have a diploma or G.E.D. will be required to obtain one within two years of hire to retain employment.) Applicant must be able to read and interpret nutrition performance standards and applicable local, state and federal health and sanitation regulations. Must be able to stoop, bend, climb and stand for up to an 8 hour period and life up to 60 pounds.
- **Head Start Director:** Insures a comprehensive, quality Head Start Program by providing vision and leadership, and by ensuring management functions are properly carried out. This position establishes an annual service delivery plan; provides day-to-day program management and operation; maintains qualified staff; achieves quality and effectiveness of program delivery; achieves Head Start/pre-school financial objectives. Knowledge of management principles and methods, project development and implementation, budgeting and grant writing, demonstrated by a four-year post-secondary degree in management, business administration, public administration, human resources or early childhood development or related field and a minimum of five years' comprehensive management experience, including program administration and supervision. Experience in pre-school education operations is preferred.
- **Head Start Education Director:** Ensures the implementation of curriculum for infants and toddlers by focusing on relationships, respect and responsiveness of the child development services. Ensures program responsiveness to individual children; individuality of children with disabilities; provides an environment of acceptance; ensures that parents are integral partners; ensures ample space, appropriate equipment, and adult supervision; ensures literacy and numeracy; develops and maintains education and early childhood development services plan; ensures that all Head Start facilities comply with licensing regulations for infant/toddler care; provides transition services. A baccalaureate, or advanced degree in early childhood education, or a degree in a field related to early childhood education, with experience in teaching preschool children and a State-awarded certificate to teach in a preschool program and three years working in Head Start or comparable Early Childhood program; one year working directly with children in classroom preferred.
- **Head Start Parent Teacher Associate I:** This position increases the social competence of children by developing a continuum of care, education and services by identifying short term and long range issues which contribute to the effectiveness of the program. PTA-I's assist the teacher in scheduling/assigning instructional activities, concepts, and assessment practices for student questions/responses while following curriculum guidelines and State and Federal standards and regulations. This position provides transportation to students, maintains records, and helps guide children's personal and social development while providing program services and meeting health requirements. Position requires high school diploma or G.E.D. with previous classroom experience with pre-school preferred. Must be able to use computer software and communicate effectively orally and in writing. Must be able to lift and carry 60 pounds. Must possess a valid bus operator/van operator permit and must complete the requirements for a PTA-II position within 4 years after hire date.
- **Head Start Parent Teacher Associate II:** This position increases the social competence of children by developing a continuum of care, education and services by identifying short term and long range issues which contribute to the effectiveness of the program. Assist the teacher in scheduling/assigning instructional activities, concepts, and assessment practices for student questions/responses while following curriculum guidelines and State and Federal standards and regulations. This position provides transportation to students, maintains records, and helps guide children's personal and social development while providing program services and meeting health requirements. A high school diploma or G.E.D. and an associate, bachelor's, or advanced degree in early childhood education or a degree in a related field to early childhood education with experience in teaching pre-school children and a State-awarded certificate to teach a pre-school program. A degree in a related field includes a AA or higher with a program of study which included six courses or more in early childhood education and/or child development. A current CDA that is appropriate to the program option used and to the age of the children served. Completion of supervised student teaching and experience as a pre-school teacher in a licensed program or employment as a public preschool teacher. Must be able to use computer software and communicate effectively orally and in writing. Must be able to lift and carry 60 pounds. Must possess a valid bus operator/van operator permit.
- **Head Start Secretary:** Enhances Head Start effectiveness by providing administrative information-management support by producing information; organizing work; maintaining a department schedule; completing requests; maintains customer confidence and protects operations; prepares reports, maintains office supplies; insures equipment is operational; secures information and provides historical reference. High School Diploma or G.E.D.; completion of one year of high school business math; completion of one year of undergraduate study or equivalent classroom training in the data entry/processing field and one year of on-the-job secretarial office work.

## HEAD START DEPARTMENT cont.

- **Head Start Teacher:** This position increases the social competence of children by developing a continuum of care, education and services by identifying short term and long range issues which contribute to the effectiveness of the program. Develop and adjust lesson plans by following curriculum guidelines and State and Federal Standards and Regulations, modifying plans on the basis of student diagnostic and assessment procedures. Conveys information to students, completes education requirements, assesses student learning and maintains results. Guides children's personal and social development while complying with all required regulations. A high school diploma or G.E.D. and an associates degree, baccalaureate, or advanced degree in early childhood education, (preferred) or a degree in a field related to early childhood education with experience in teaching preschool children and a State-awarded certificate to teach in a preschool program. A related field degree means AA or higher with a program of study which included six courses or more in early childhood education and/or child development. Completion of supervised student teaching and experience as a preschool teacher in a licensed program or employment in the public schools as a preschool teacher. Must be able to use computer software and communicate effectively orally and in writing. Must be able to lift and carry 60 pounds.
- **Health Services Manager:** Ensures comprehensive wellness of children, families, and staff by supporting healthy physical development, providing nutrition services, and by building collaborative relationships with health professionals, state agencies and local resources. Ensures health emergency procedures are established and implemented; ensures the development of policies and procedures of short-term exclusion and admittance; ensures the proper storage and administration of medication; provides staff, parents and children with an awareness of injury prevention principles; ensure the effective implementation of hygiene, sanitation and disinfection; ensure first aid kits are tailored for the ages and program size; ensures the identification of nutritional needs; ensure nutritional needs and requirements are met; ensures the nutritional services contribute to the development and socialization of the children; assure parents receive information on food preparation and nutritional skills; assures maintenance of food sanitation standards; assure collaboration effort is achieved between program staff and parents; secure the services of mental health professionals. Minimum of R.N., L.P.N. or AA degree in Health related field.
- **Information Systems Manager:** Manages and maintains Head Start computer systems hardware and software; to provide technical assistance and training to Head Start staff in order to assure required computer records are generated timely and accurately. Contributes to program self-assessment; supports achievement of program goals and outcomes; maintains systems; provides training and technical support to staff; determines hardware configuration. Familiarity with data based management, system generated reports, computer operation, and software/hardware maintenance. An associate, baccalaureate or advanced degree in information systems management or related field is preferred. Experience and demonstrated knowledge of computer systems may be substituted for degree requirements and experience in information systems management and computer systems troubleshooting required. Experience in networking, programming, and web page design/maintenance a plus.
- **Parent Involvement/Volunteer Coord.:** To provide Head Start families a quality program that offers opportunities and support for growth based on strengths and needs they identify; and to empower Head Start parents and other community representatives to actively participate in the total program including shared decision-making. Advocating for parents and protects parents rights; provide information; complies with Federal and State regulations; coordinates with parents and staff development of group and individual opportunities for interaction with parents and community volunteers; identifies family service requirements and concerns; documents and prepares reports. High school diploma or G.E.D. and Family Development Certificate; or an associate, baccalaureate, or advanced degree in a field related to early Childhood education or human services and two years working in Head Start or comparable Early Childhood program, or experience in human services program management, including program planning, operations, and evaluation, and the use of management information systems.
- **Program Administrative Director:** Enhances the Head Start Administrative Support by providing information-management support; maintaining office systems; supervising staff. Maintains office services, provides historical reference; implements office policies; keeps management informed; maintains administrative staff, professional and technical knowledge, creates and revises systems and procedures; resolves administrative problems; completes special projects. Knowledge of office management and theory including secretarial and clerical practices, correspondence filing, accounting, business math, communication, etc. demonstrated by an associate or advanced degree in operational management, office management, business administration, human resources, or related field and three years experience as office manager in an agency/corporation with 50+ employees, must include program administration and supervision.
- **Staff Resources Coordinator:** Supports staff and management team by maintaining computer systems; identifying staff development/training needs and offering solutions to meet needs; maintaining records and preparing documents. Resolves discrepancies in records; prepares and distributes effective Head Start records/reports; determines hardware configuration; prepares users to operate computer equipment; confirms project requirements and program operation; ensures operation of equipment; identifies training and development needs; satisfies training and development needs; evaluates training and development effectiveness; presents training and development programs; maintains training and required staff development; welcomes new employees to the organization; submits employee information reports and maintains employee information; sustains Head Start drug testing compliance. Knowledge of theories and practices in personnel training programs; and computers, computer operation and computer software, demonstrated by a combination of an associates degree in human resources; an associate degree in a computer related field; or two years experience working in a human resource field; a field that provides employee training; a field that would demonstrate a high level of computer competence.

## WORKFORCE DEVELOPMENT DEPARTMENT

- **Assessment Specialist:** Provides quality customer service to Workforce Development customers through orientation, application, eligibility, assessment and testing process required for participation in Workforce Development program services. Conducts orientation; secures documentation; completes testing, assessment and individual service strategy, coaches and case manages customers; enhances customer choices towards employment; provides pre-employment work preparedness; completes customer follow-up; maintains knowledge of program, agency, funding sources, State and Federal policies; obtains customer feedback; contributes to public relations/marketing. Bachelor's Degree in education, counseling, assessment, psychology/sociology or a related field; certified counselor credentials OR minimum certification, education and/or two years experience related to human services case management or a related field with additional Workforce Development knowledge of program operations.
- **Assessment/Follow-up Specialist:** Provides quality customer service to Workforce Development customers through orientation, application, eligibility, assessment and testing process required for participation in Workforce Development program services. Conducts orientation; completes 30 day file reviews; completes testing, assessment and individual service strategy; coaches and case manages customers; enhances customer choices towards employment; provides pre-employment work preparedness; completes customer follow-up; maintains knowledge of program, agency, funding sources, State and Federal policies; obtains customer feedback; contributes to public relations/marketing. Bachelor's degree in education, counseling, assessment, psychology/sociology or a related field; certified counselor credentials OR minimum certification and/or two years experience related to human services case management or a related field with additional Workforce Development knowledge of program operations.
- **Rapid Response/Dislocated Worker Specialist:** Provides quality service to dislocated workers through basic readjustment and/or training and employment programs appropriate to meet customer's need(s) to assist them in obtaining unsubsidized employment. Coordinates activities with State Dislocated Worker Unit of layoffs in SDA 10; explains and provides Rapid Response services (where 10 to 50 employees are affected); secures documentation; completes testing; assessment and individual service strategy; coaches and case manages customers; provides dislocated worker follow-up; coordinates University Extension, AFL-CIO and other local WRP workshops; provides pre-employment work preparedness; provides training to back-up rapid response staff; maintains knowledge of program, agency, funding sources, State and Federal policies; provides basic readjustment services; contributes to public relations/marketing. Bachelor's degree in education, counseling, assessment, psychology/sociology or a related field; certified counselor credentials OR minimum certification, education and/or two years experience related to human services case management or a related field with additional Workforce Development knowledge of program operations.
- **School-to-Work Coordinator:** Initiates and expands service capacity by developing and assisting OAI and WIB staff with School-to-work, WIB activities and Workforce Development programs throughout the South Central Region. Assists regional STW coordinator; extends clerical support to STW Coordinator; extends clerical support to WIB staff director; maintains telecommunication system; processes information for Workforce Development Department; provides customer assistance in the resource room; maintains workforce development customer records. Knowledge of principles and procedures of organizational and project development, organizational communications along with knowledge of general office/business management principles, methods, and equipment together with knowledge of computer technology, network systems and principles usually gained through high school diploma and basic knowledge of secretarial/clerical administrative procedures usually obtained through two years of previous experience.
- **STW Coor./Workforce Investment Board Coordinator:** Staffs Workforce Investment Board by ensuring that all functions of the Workforce Investment Board, as regulated by the Workforce Investment Act, is adhered to in a timely manner, through collaboration with the State, WIB officers and members, and the CCLEO's. Coordinates meetings of the WIB and its committee's; provides administrative support for development and modification of WIB documents; maintains documents for the WIB; Provides administration of WIB's contracting process; develops and provides information to the WIB on performance of training providers; engages in regional, strategic planning on behalf of WIB; approves disbursement of funds to contractors. Knowledge of principles and procedures of organizational and project development, organizational communications, human resource management, strategic planning and total quality management principles and application usually demonstrated by certification in organization development or human resource management, usually obtained through a post-secondary degree or specialized coursework and minimum of three years' administration and management experience in human resources or related occupation.
- **Workforce Development Case Manager:** Provide quality service to Workforce Development customers with obtaining unsubsidized employment through facilitating enrollment and completion of employment and training programs appropriate to customer needs. Conducts orientation; secures documentation; completes testing, assessment and individual service strategy; coaches and case manages customers; enhances customer choices towards employment; maintains knowledge of program, agency, funding sources, State and Federal policies; develops worksites; provides job preparedness instruction; completes customer follow-up; monitoring; maintains fiscal/payroll procedures; contributes to public relations/marketing. Bachelor's Degree in education, counseling, assessment, psychology/sociology or related field; certified counselor credentials OR minimum certification, education and/or two years experience related to human services case management or related field with additional Workforce Development knowledge of program operations.
- **Workforce Development Center Representative:** Provide quality service to customers by greeting, welcoming, and directing them as visitors/customers and participants in the Workforce Development Resource Room by coordinating office activity of the Workforce Development Center. Maintains telecommunication system; processes information for Workforce Development Department; provides Division of Family Service printouts upon staff requests; maintains payroll information/operations; department leave and training schedule; office supplies; makes hotel and motel reservations; documents staff meeting decisions and directives; maintains resource room customer records. High school diploma; basic knowledge of secretarial/clerical administrative procedures usually obtained through two years of previous experience.
- **Workforce Development Director:** Manages all workforce development programs under OAI auspices by planning, organizing, implementing and controlling workforce development activities in compliance with law and funding source regulations, and within specified OAI structure. Increases corporate capacity and effectiveness; provides department leadership; ensures quality program and performance outcomes; enables delivery of OAI workforce services; contributes to State and Service Delivery Area workforce system development; achieves financial objectives; supports service delivery mechanisms of sub-contractors; provides continuity of operations by maintaining and sharing professional and technical knowledge. Applicant must demonstrate knowledge of management principles and methods, project development and implementation, budgeting and grant-writing. A post-secondary degree in public administration, social work administration or related field, and a minimum of three years' practical experience in program administration and supervision. Prefer five or more years' program implementation experience in workforce development field and knowledge specific to Workforce Investment Act requirements.
- **Workforce Development Education Coordinator:** Provides quality service to Workforce Development customers with obtaining unsubsidized employment through facilitating enrollment and completion of educational training programs appropriate to customer needs and current labor market demands. Conducts orientation; completes testing, assessment, and individual service strategy; educational enrollment; coaches and case manages customers; maintains knowledge of program, agency, funding sources, State & Federal policies; maintains fiscal/payroll procedures; contributes to public relations/marketing. Bachelor's degree in education, counseling, assessment, psychology/sociology or a related field; certified counselor credentials OR minimum certification, education and/or experience related to human services case management or a related field with additional Workforce Development knowledge of program operations.

## WORKFORCE DEVELOPMENT DEPARTMENT cont.

- **Workforce Development Program Manager:** Manages work preparedness programs for Workforce Development and Welfare-to-Work by planning, organizing, implementing, supervising and monitoring work process and progress. Enhances staff results; completes administrative program requirements; strengthens program and service quality; coaches and case manages customers; reviews assessments and individual employment plans (IEP); maintains knowledge of program, agency, funding sources, State and Federal policies; contributes to public relations/marketing. Knowledge of principles and methods of workforce development delivery systems and of area provider resources, together with the rights and responsibilities of individuals in applying for and receiving available services. Bachelor's Degree in education, counseling, assessment, psychology/sociology or a related field; at least two year's previous administrative or managerial experience in related social service programs or five year's program experience with workforce-related programs.

## WEATHERIZATION/HOUSING DIVISION DEPARTMENT

- **Administrative Assistant:** Supports and enhances housing division team by providing information and support to management; maintaining records and preparing documents for various programs; processing and inputting data. Provides administrative support; provides clerical support; serves customers; contributes to department team effectiveness; assists Division team in verifying eligibility for Program; supports a positive OAI public image; maintains and shares professional and technical knowledge. High school diploma or equivalent required. Must demonstrate knowledge of management principles and methods, record keeping, and project implementation. One year of experience in secretarial, bookkeeping, housing, construction or related field.
- **Construction Technician:** Improves the quality, energy efficiency, health & safety, and affordability of homes by building, repairing and renovating homes and buildings within a variety of home improvement programs and energy conservation programs. Reduces infiltration of homes; reduces heat loss of homes; enhances quality and affordability of homes; assures customer satisfaction; provides leadership; supports a positive OAI public image. High school diploma or equivalent. Carpentry or construction experience preferred. Related experience may be used to offset educational requirements on a year for year basis.
- **Crew Chief:** Directs construction/rehabilitation crew projects by leading work, supervising, giving orders, and monitoring the quality of the daily work of his/her crews. Provides crew leadership; achieves delivery of program services; assures quality workmanship; enhances customer service, ensures effectiveness of crew; reduces infiltration of homes; reduces heat loss of homes; enhances quality and affordability of homes; complete administrative requirements; supports a positive OAI public image. High school diploma or equivalent; vocational training preferred. A minimum of two years experience in housing construction or related field. Additional related experience may be used to offset educational experience on a year-by-year basis.
- **Field Services Manager:** Administers the day-to-day field activities of OAI' housing construction, rehabilitation and repair programs by planning, organizing, implementing and controlling multiple projects in compliance with funding source regulations and within OAI structure. Provides leadership and supervision to construction staff; completes energy audits and job estimates; insures steady work flow; maintains material inventory; provides administrative support; maintains and shares professional & technical knowledge; ensures department team effectiveness; serves customers; supports a positive OAI public image. High school diploma or equivalent; vocational training preferred. Must demonstrate knowledge of management and supervision principles and methods, housing inspection and work order skills. A minimum of four years experience in housing construction, rehabilitation, building science, and/or energy conservation methods, with two years practical experience in supervision.
- **Housing Development Specialist:** Administers the day-to-day activities of OAI's housing development and home ownership program(s) by planning, organizing, implementing and controlling projects within funding source regulations and within OAI structure. Ensures operational effectiveness of Home Ownership Program(s); achieves housing construction objectives; promotes expansion of OA housing development activities; verifies eligibility for Home Ownership Program(s); contributes to housing division team effectiveness; supports a positive OAI public image; serves customers; maintains and shares professional and technical knowledge. High school diploma or equivalent, with preference for post-secondary education. Must demonstrate knowledge of management principles and methods, record keeping, project implementation, supervision principles and methods, housing inspection and work order skills. A minimum of four years experience in housing construction, rehabilitation, social service delivery, or related field.
- **Housing Division Director:** Manages all housing-related programs under OAI auspices by planning, organizing, implementing and controlling multiple projects in compliance with law and funding source regulations, and within specified OAI structure. Increases OAI corporate capacity and effectiveness; provides department team leadership; enables delivery of housing services; achieves component program objectives; achieves component financial objectives; provides continuity of operations; maintains and shares professional and technical knowledge. Knowledge of management principles and methods, project development and implementation, managing project finances and tax credit application and utilization usually demonstrated by post-secondary degree in business management, public administration or related field and a minimum of three years' comprehensive management experience, including program administration and supervision. Additional housing program experience is preferred.
- **Housing Inspector:** Accomplishes the fieldwork associated with OAI's Rental Assistance programs by briefing customers, inspection rental units, verifying income and other family information, preparing leases, and directly working with tenants and landlords. Briefs customers on Rental Assistance Programs; enforces housing quality standards and program objectives; completes housing lease requirements; contributes to department team effectiveness; documents HUD administrative requirements; verifies eligibility for Rental Assistance Programs; supports a positive OAI public image; serves customers. High school diploma or equivalent required. Previous experience in housing or other social service field preferred.
- **Rental Assistance Manager:** Administers the day-to-day activities of OAI's rental assistance programs by planning, organizing, implementing and controlling projects within funding source regulations and within OAI structure. Ensures operational effectiveness of Rental Assistance Programs; provides day-to-day housing program operations; assures program and housing quality standards; achieves HUD programmatic objectives; accomplishes program financial objectives; verifies eligibility for Rental Assistance Programs; supports a positive OAI public image; serves customers; maintains and shares professional and technical knowledge. High school diploma or equivalent, with preference for post-secondary education. Must demonstrate knowledge of management principles and methods, record keeping, and project implementation. A minimum of two years experience in delivery of Rental Assistance or other housing related program with one or more years experience in bookkeeping and/or record keeping.

## ADMINISTRATIVE DEPARTMENT

- **Corporate Services Director:** Administers the agency's personnel, safety, property and procurement functions by developing, updating and enforcing policies; monitoring compliance; maintaining personnel, purchasing and inventory systems; implementing personnel administration functions; leading safety effort; procuring and protecting assets. Increases OAI corporate capacity and effectiveness; provides department team leadership; ensures policy and legal compliance in human resource management; supports hiring, disciplinary, appraisal and termination processes; implements employee benefits programs and assists management and employees in administration of benefits; provides value added employee morale, conflict resolution, teamwork and recognitions systems; maintains equal employment opportunity/affirmative action (EEO/AA) program; reduces accidents and contains costs; procures and protects assets; provides continuity of operations; maintains and shares professional and technical knowledge; contributes to corporate and work team effort. Knowledge of personnel law, employee benefits administration and commercial insurance systems and requirements usually demonstrated by certification in human resource management, usually obtained through post-secondary education and minimum of three years' experience in a managerial or administrative position related to human resource management. Previous experience in management of procurement functions preferred.
- **Custodian:** Maintains building and grounds by providing housekeeping and grounds keeping. Maintains building interior; maintains building accessibility and appearance; removes trash; keeps cleaning equipment operational; maintains cleaning supplies; maintains continuity between shifts; contributes to team effort. Three to six months experience in routine maintenance and custodial duties.
- **Customer & Support Services Clerk:** Serves customers and employees by greeting, welcoming, and directing them; notifying company personnel of visitors' arrival; maintaining security and telecommunications systems. Assists customers, supports hiring and appraisal process; reduces accidents and promotes safety; prepares data for filing; assists in procurement; protects information and operations; provides administrative support; ensures operation of telecommunication system, postage machine and other agency equipment; supports value-added employee morale, conflict resolution, teamwork and recognition systems; provides feedback to management on customer services; builds and strengthens corporate reputation; contributes to team effort. High school diploma or G.E.D. Minimum of two years' experience dealing with the public and previous switchboard experience required.
- **Executive Director:** Provides for the delivery of accountable, effective services to OAI customers by organizing staff and corporate capacities, building community collaboration strategies, and providing management systems that are focused on results, while conducting responsibilities in partnership with and under the auspices of the Ozark Action, Inc. Board of Directors and its related Boards and Councils. Initiates, maintains and/or discontinues programs based on OAI mission and strategic initiatives; attains OAI program operations strategy results; guides OAI agency-wide human resource capacity and results functions; garners community support for OAI strategic objectives; protects OAI financial and physical resources and stability/accountability; increases OAI Board and related Board/Council policy effectiveness; maintains and shares professional expertise and knowledge; contributes to corporate and work team effort. Knowledge of management principles and methods that include project development and implementation, financial and human resource management and governance of not-for-profit organizations usually demonstrated by Bachelor's degree in management, administration or related field, coupled with evidence of recent continuing or advanced management education and a minimum of five years' experience directing a complex and diverse work unit with \$1 million or greater operating budget and at least ten personnel.
- **Executive Secretary:** Extends corporate capacity by coordinating OAI and Workforce Board meetings as assigned; maintaining corporate records; providing secretarial support; representing the Executive Office, producing print-ready copy for agency publications; fostering positive internal and external relationships, providing computer hardware and software support. Supports functions of OAI Board of Directors, Workforce Board and related subsidiary units; ensures compliance with Missouri Sunshine Law; maintains contracts and other legal documents; extends Executive Office management and administrative capacity; ensures that normal executive office functions are conducted; provides agency-wide computer technical support; produces agency-wide public information and communications; enhances OAI image and effectiveness; maintains professional and technological knowledge; protects information and operations; enhances team effort. Knowledge of general office/business management principles, methods, and equipment together with knowledge of computer technology, network systems and principles usually gained through either two years' post-secondary technical training in office management or computer technology, or two years' combined secretarial/computer experience, including use of office/business management principles and methods and computer hardware, software and network maintenance.
- **Financial Program Specialist/Housing & Weatherization Programs:** Supports finance department functions by providing accurate and timely processing of assigned books of accounts; collecting, reconciling and summarizing information; entering data. Completes financial transactions; maintains housing and Weatherization computer records; ensures account accuracy; prepares special financial reports; maintains system data; maintains historical records; protects operations; contributes to accounting department effectiveness; enhances OAI effectiveness; maintains technical knowledge; contributes to department team effort. Double entry bookkeeping methods, financial record keeping, application of basic accounting principles, and data entry procedures gained through minimum of one year of post-secondary classroom training in accounting or business administration or on the job experience.
- **Financial Program Specialist:** Supports finance department functions by providing accurate and timely processing of assigned books of accounts; collecting, reconciling and summarizing information; entering data. Completes financial transactions; maintains assigned books of accounts; allocates Head Start-related expenses to proper cost categories; ensures account accuracy; prepares special financial reports; protects operations; maintains historical records; records accounts receivable for assigned programs; maintains system data; contributes to accounting department effectiveness; enhances OAI effectiveness; maintains technical knowledge; contributes to department team effort. Double entry bookkeeping methods, financial record keeping, application of basic accounting principles, and data entry procedures gained through minimum of one year of post-secondary classroom training in accounting or business administration or two years experience in the accounting field.
- **Financial Specialist/Payroll:** Supports accounting department functions by conducting payroll functions; collecting, reconciling and summarizing information; entering data. Issues employees and participant paychecks; completes payroll process and avoids penalties; maintains system data; meets scheduled reporting requirements; prepares special financial reports; completes financial transactions; ensures account accuracy; maintains historical records; protects operations; complies with federal, state and local legal and regulatory requirements; contributes to accounting department effectiveness; enhances OAI effectiveness; maintains technical knowledge; contributes to department team effort. Double-entry bookkeeping methods, financial record keeping, application of basic accounting principles, and data entry procedures gained through minimum of one year of post-secondary classroom training in accounting or business administration or two years experience in the accounting field.

## ADMINISTRATION DEPARTMENT cont.

- **Fiscal Director:** Maintains financial system and accountability by administering all financial units functions and enforcing policies, controls and systems. Increases OAI corporate capacity and effectiveness; guides financial management decisions and outcomes; maintains a current, financial system; protects financial assets; maintains fiscal integrity; complies with regulatory requirements; allocates shared costs (corporate and administrative) to program cost centers; provides departmental team leadership; provides continuity of operations; maintains and shares professional and technical knowledge; contributes to corporate and work team effort. Knowledge of Generally Accepted Accounting Principles (GAAP) and methods, together with knowledge of Office of Management and Budget (OMB) Circulars applying to fiscal requirements of not-for-profit organizations usually demonstrated by certification in public accounting usually obtained through four years post-secondary education and/or advanced study. Two years in-charge financial management experience may be substituted for each year of advanced education and a minimum of five years experience in a highly responsible and accountable computerized financial management role.
- **Fiscal Technician:** Supports accounting department functions by providing accurate and timely processing of financial transactions; collecting, reconciling and summarizing information; entering data. Completes financial transactions; processes accounts receivable for assigned programs; maintains historical records; protects operations; maintains subsidiary accounts; contributes to accounting department effectiveness; enhances OAI effectiveness; maintains technical knowledge; contributes to department team effort. Double-entry bookkeeping methods, financial record keeping, application of basic accounting principles and data entry procedures gained through any combination of one year post-secondary classroom training in accounting or business administration, or on-the-job experience. High school diploma, at minimum is required.
- **Fiscal Technician/Workforce Development Programs:** Supports accounting department functions by providing accurate and timely processing of financial transactions; collecting, reconciling and summarizing information; entering data. Completes financial transactions; allocates workforce-related funds to proper cost category/fund; maintains system data; ensures account accuracy; prepares special financial reports; maintains historical records; protects operations; contributes to accounting department effectiveness; enhances OAI effectiveness; maintains technical knowledge; contributes to department team effort. Double-entry bookkeeping methods, financial record keeping, application of basic accounting principles and data entry procedures gained through any combination of one year post-secondary classroom training in accounting or business administration, or on-the-job experience. High school diploma, at minimum is required.
- **Property Manager (Ozark Properties):** Manages rental property under auspices of Ozark Properties by overseeing site management and providing site management in assigned properties; meeting, documenting and reporting administrative and compliance requirements for lending institutions and tax credit partner(s). Stays knowledgeable of tax credit compliance regulations and requirements; establishes and maintains Ozark Properties administrative system for properties; certifies MHDC and tax credit compliance; oversees properties; manages assigned Seminole and Southern Hills sites; maintains occupancy levels; certifies eligibility; processes move-ins and re-certifications; processes move-outs; assures compliance with lease provisions; meets financial and administrative requirements; contributes to corporate capacity. High school diploma required. Post-secondary education in business administration desirable. Minimum of three years' practical experience in administration, management and supervision of an enterprise. Previous tax credit and/or property management experience is preferred.
- **Purchasing & Property Assistant:** Protects and maintains agency property by requisitioning supplies; adding received goods to inventory; maintaining and updating inventory records and disposing of property; providing housekeeping, grounds keeping, and routine repair services. Enables correct procurement decisions and records; maintains office equipment and agency supplies; audits and reconciles inventory records; maintains central office building and grounds; identifies and anticipates safety and health concerns and hazards and EEO/AAP compliance; distributes mail; maintains professional and technical knowledge; contributes to team effort. High school diploma or G.E.D. and basic knowledge of procedures/techniques involving shipping and receiving inventory; stock level control, property identification and routine maintenance and custodial derived by two years of experience in a related field.
- **Support Services & Safety Assistant:** Enhances agency effectiveness by providing administrative support to CSD and ensures information to employees and services to customers are dissipated according to agency policy and ensures a safe environment for employees and customers. Provides corporate services support; aides customers and staff; maintains telecommunication system; maintains and supports the hiring and appraisal process; reduces accidents and promotes safety; maintains records and data for filing; maintains office supplies and aides in verification of purchasing for the corporate services department; protects information and operations; aides in the operation of telecommunication system, postage machine and other agency equipment; supports and aids the CSD in value-added employee morale, conflict resolution, teamwork and recognition systems; provides feedback to CSD; aids in the support of building and strengthening corporate reputation; contributes to team effort. High school diploma and basic knowledge of clerical/customer service administrative procedures with a minimum of two years' experience dealing with the public.

## COMMUNITY SERVICES DEPARTMENT

- **Community Resource Coordinator:** Enables low-income people to achieve progressively higher self-sufficiency by building community resources initiatives and new programs; comprehensive intake-assessment-referral to needed services; administering life skills workshop provision and earned income tax credit program and back to school fair program, performing related administrative and collaboration functions as assigned in the Department. Coordinates earned income tax credit program components; coordinates back-to-school fair program components; enables achievement of department community resource development initiatives; provides life skills towards increasing individual and family resources and self-sufficiency; enables low-income customers to access needed services, including emergency services; complies with contractual and legal requirements; strengths community understanding and support of OAI and its programs; enhances OAI effectiveness; maintains professional and technical knowledge. Post-secondary degree in a field related to human services or demonstration of equivalent experience in delivery of human (or public) services. Minimum of five years prior work experience, preferably in working with local families and community groups.
- **Community Services Director:** Manages all Community Services Block Grant (CSBG) programs under OAI auspices by planning, organizing, implementing and controlling CSBG activities in compliance with law and funding source regulations, and within specified OAI structure. Increases OAI corporate capacity and effectiveness; provides department team leadership; ensures quality program and performance outcomes; strengthens program and service quality; complies with contractual and legal requirements; identify additional resources; increases community capacity and services on behalf of the low-income population; maintains professional and technical knowledge; enhances OAI effectiveness; conserves resources; contributes to department team effort. Knowledge of principles and methods of social service delivery systems and of area provider resources, together with the rights and responsibilities of individuals in applying for and receiving available services. Post-secondary degree in a field related to human services or demonstration of equivalent experience in delivery of human (or public) services. At least two years previous administrative or managerial experience in related social service programs or five years program experience with CSBG-related programs.
- **Community Services Representative:** Enables low-income people to achieve progressively higher self-sufficiency by comprehensive intake-assessment-referral to needed services; providing services necessary to meet emergency situations; conducting family support case management and performing related administrative and collaboration functions as assigned in the Department. Enables low-income customers to access needed services; provides for unmet emergencies; complies with contractual and legal requirements; equips participants with information that will increase their available resources; aids families towards higher levels of self-sufficiency; contributes to CSD effectiveness; increases community capacity and services on behalf of the low-income population; assists department in achievement of CSD objectives; strengths community understanding and support of OAI and its program; enhances OAI effectiveness; conserves resources; determines outcomes of referrals to other community agencies; maintains professional and technical knowledge. Post-secondary degree in a field related to human services or demonstration of equivalent experience in delivery of human (or public) services. Minimum of two years prior work experience, preferably in working with local families and community groups.
- **Strategic Initiatives Developer:** Strengthens community capacity on behalf of low-income persons by leading the OAI corporate planning process; providing leadership and staffing to collaboration initiatives; identifying and organizing community resource initiatives and other new programs; developing funding for projects; administering Community Services Block Grant and other assigned programs. Leads agency-wide planning for OAI strategic directions; develops initiatives that promote OAI mission and strategic directions; develops funding for program initiatives; completes community resource development projects; completes administrative requirements for community services component completes results-oriented management accountability (ROMA) requirements; maintains and shares professional and technical knowledge; builds and strengthens corporate reputation; provides continuity of operations; contributes to corporate and work team effort. Demonstrated knowledge of management principles and methods, project development and implementation, budgeting, grant-writing, research methodologies and applications. Post-secondary degree in public administration or related field, including training in social research methods, or demonstration of equivalent experience. A minimum of three years' practical experience in program development and/or administration. Additional two years' direct, programmatic experience in delivery of social services is preferred.

**OZARK ACTION, INC. EMPLOYMENT POSITIONS**

Indicate which positions you are interested in applying for within our agency by initialing next to the position title. Applications will only be considered for the positions indicated by the applicant's initials and by the applicant's signature at the bottom of this form.

Please indicate with a checkmark which counties you would consider as a worksite location:

Douglas     
  Howell     
  Oregon     
  Ozark     
  Texas     
  Wright

**Administration Department**

- Corporate Services Director/EEO Officer
- Custodian
- Customer & Support Services Clerk
- Executive Director
- Executive Secretary
- Financial Program/Housing & WX Programs
- Financial Program Specialist
- Financial Specialist/Payroll
- Fiscal Director
- Fiscal Technician
- Fiscal Technician/Workforce Inv. Prog.
- Property Manager (OCDC Properties)
- Purchasing/Property Assistant
- Support Services & Safety Assistant

**Head Start Department**

- Coordinator of Special Services
- Custodian/Bus Driver
- Head Start Center Manager
- Head Start Cook
- Head Start Director
- Head Start Education Director
- Head Start Parent Teacher Associate I (PTA-I)
- Head Start Parent Teacher Associate II (PTA-II)
- Head Start Secretary
- Head Start Teacher I
- Head Start Teacher II
- Head Start Teacher III
- Health Services Manager
- Information Systems Manager
- Parent Involvement/Volunteer Coordinator
- Program Administrative Director
- Staff Resources Coordinator

**Workforce Development Department**

- Assessment Specialist
- Assessment Follow-up Specialist
- Rapid Response/Title III Specialist
- School-to-Work Coordinator
- STW Coord./Wkforce Invstmt. Bd. Proj. Coord.
- Workforce Development Case Manager
- Workforce Development Center Rep.
- Workforce Development Director
- Workforce Development Education Coord.
- Workforce Development Program Mgr.

**Weatherization/Housing Department**

- Administrative Assistant
- Construction Technician
- Crew Chief
- Field Services Manager
- Housing Development Specialist
- Housing Division Director
- Housing Inspector
- Rental Assistance Manager

**Community Services Department**

- Agency Based Outcomes Coordinator
- Community Resource Coordinator
- Community Services Director
- Community Services Representative
- Resource Mothers' Coordinator
- Strategic Initiatives Developer

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date