



## **Executive Director, Miracle Travel Works Job Description**

Reports to: Board of Directors

Classification: Full time, Exempt

**Job Description and Scope of Job:** The Executive Director reports to the Board of Directors of Miracle Travel Works and is responsible for effectively leading the organization to successfully achieve its mission of service to our families. Specific areas of responsibility include executive leadership of volunteers of the organization; support of positive family relations; executive support to the Board of Directors of the organization; community connecting / liaison activities; and active participation and leadership in local, regional, state levels on advocacy activities.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily.

### **Position Specific Essential Job Duties and Responsibilities:**

#### **Executive Leadership: 10%**

- Under an evolving Board of Directors and changing leadership, the Executive Director is responsible for maintaining continuity and consistency in the organization. Based on proper research of organizational needs, the Director must anticipate emerging and long-range issues and recommend organizational and community programs to meet Client's needs.
- Maintains a current understanding of potential issues, medical/travel trends, and best practices and integrates and interprets this information so that it is actionable within the Organization by the Board of Directors, committees, and other groups within the organization.
- Fosters a team culture across the organization.
- Embodies the values of the Organization and demonstrates adherence and modeling of these values for others through everyday conduct.
- Provides leadership and direction in the development and accomplishment of strategic organizational goals.

#### **Support to the Board of Directors: 10%**

- Provides support and leadership to the Board of Directors and any committees appointed by the Board.
- Keeps them informed about the organization's operational activities and issues, community connecting / liaison activities and issues, through reports at Board and Committee meetings and the distribution of appropriate resource materials, as is appropriate in between meetings via phone calls, emails, etc.
- Participates in the formulation, strategic direction and policy recommendations for Board review and action.
- Implements Board policy at the organization level.

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**Organization Management: 20%**

- The Executive Director is responsible for financial management which would include working with the Budget Committee for the creation and implementation of the annual budget.
- Ensures that the organization is operating within its budget.
- As part of the financial responsibility, the Executive Director is also charged with making fundraising recommendations to the Board of Directors and, upon approval, is responsible for ensuring the success of these fundraising efforts.
- Identify potential sources of investment and organize fundraising efforts.
- The Executive Director is involved in all organizational goal setting.
- Pursues cost effective management practices to ensure that the Organization is as cost effective as possible in providing services to its clients and in its overall operations.
- Researches and pursues appropriate partnership organizations.
- Identify potential risks and opportunities within the organization and its environment to protect business interests.
- Develop the organizational culture and promote transparency and collaboration throughout the organization.

**Client/Family Relations: 10%**

- Keep a finger on the pulse of the organization's clients to ensure positive family relations.
- Ensures that services provided to families meet their needs.
- Works diligently to anticipate and resolve legitimate client problems or issues.

**Community Connecting / Liaison Activities: 10%**

- The Executive Director acts as spokesperson and liaison for the Organization in all interaction with other groups or organizations and individuals as per directions of the Board of Directors.
- Is the key liaison between the Organization and its client families, community entities, business and civic organizations, and community collaboratives, and other relevant stakeholders.
- Represent the company at social and corporate events in ways that strengthen the brand and communicate the company's message.

**Provides Supervision and Leadership for Organization of Committees and Volunteers: 40%**

- Identify, recruit, train and develop a talented team of volunteers who can lead critical committees and manage fundraising event functions.
- Organizes and manages fundraising efforts.
- Oversees website development and future enhancements.
- Is responsible for all facets of committee and volunteer management including effectively recruiting, training and assigning work to volunteers based on their interest and skills.
- Promotes and demonstrates commitment to the organization's mission, vision, values, and program of work.
- Effectively addresses disciplinary issues when necessary and is empowered to discharge volunteers, as necessary.
- Functions well as both a team member and a team leader and uses appropriate influence to inspire and guide individuals toward organizational goal achievement.
- The ability to actively listen to the content and process of communications by individual clients or volunteers and within or between the group(s), the ability to facilitate meetings, and the ability to coach and mentor are vital in this role.

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### **Secondary Job Duties:**

- Provides leadership strategically and systemically both within the organization and outside of it through advocacy at the local, regional, and, if appropriate, state levels in matters of importance to clients and the organization.
- Uses relevant data and information to monitor the programs and services of the Organization.
- The Executive Director is responsible for the execution of all activities associated with the Organization including staffing needs for all meetings, scheduling of meetings, designating of locations, development of agenda and creation and delivery of any meeting materials that are necessary.

### **Qualifications:**

- It is required that, at minimum, the Executive Director will have a Bachelor's degree in a professional discipline relevant to providing executive leadership for an organization of this type from an accredited college or university or equivalent experience.
- It is preferred that, at minimum, the Executive Director has five years of experience in a business related field or other leadership position, experience leading and managing a nonprofit organization preferred.
- It is required that the Executive Director presents a professional and positive image to client families and the greater community through appropriate appearance and grooming, demeanor, and comments.

### **Skills:**

- The Executive Director must have excellent professional communication skills, including written and oral communications skills, strong listening skills, and the ability to make presentations to groups.
- It is required that the Executive Director has strong organizational skills, including the ability to plan, organize, and set long-term strategy with an appropriate work plan to accomplish it.
- It is required that the Executive Director be able to work collaboratively and positively with others of diverse backgrounds, opinions, and needs.
- It is required that the Executive Director be able to independently identify and resolve problems or make recommendations to the Board of Directors about resolution options.
- The Executive Director must be able to apply sound problem-solving skills and make decisions that reflect the best interest of the organization.
- The Executive Director must be willing to accept responsibility for his / her decisions and the resulting consequences.
- It is required that the Executive Director be computer literate and able to use software functions such as Microsoft Office or Google Workspace and other related technologies.

### **Performance Factors:**

- Delivery of effective Organization policies and client services that contribute to achievement of company revenue goals and long-term objectives.
- Ability to meet deadlines and accomplish work in the order of priority.
- Ability to maintain professional composure and effectiveness under pressure and changing conditions.
- Ability to learn new duties, develop new skills, or acquire new information within a reasonable amount of time as needed to adjust to new situations encountered on the job.
- Ability to negotiate conflict and maintain constructive working relationships with the Board, the Community, and the Clients Families.
- Ability to delegate effectively to subordinates, and develop and lead subordinates, so that the Organization produces a quality experience for our Client Families.

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**Work Environment and Time Standard:**

- Work in a climate-controlled office environment.
- Must be able to operate computer keyboard, telephone, printer/copier/scanner; sit at desk for extended periods.
- Must be available to attend Organization functions regularly scheduled outside of normal business hours.
- Regularly scheduled eight-hour work day, but variations in work volume or urgency may require extended working hours into the evening or weekends of approximately (but not limited to) one to five hours per week, sometimes on short notice.

**EMPLOYEE ACKNOWLEDGEMENT:**

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with this position. While this list is intended to be an accurate reflection of the current position, Miracle Travel Works reserves the right to revise the functions and duties of the position or to require that additional or different tasks be performed as directed by the employer.

I understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the employer has a similar right.

Signature: \_\_\_\_\_

Printed name: \_\_\_\_\_

Date: \_\_\_\_\_

**The Miracle Travel Works Board of Directors reserves the right to change and/or update this job description at any time.**

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