



JOB DESCRIPTION		
<b>Position Title: Chief Impact Officer AKA Executive Director</b>		
<b>Employment Status:</b> Full-Time	<b>FLSA Status:</b> Exempt	<b>Effective Date:</b>

**Job Summary:**

Clothes Less Traveled seeks a visionary leader with an entrepreneurial spirit to lead our mission through the seismic shift that is occurring in the recycled and upcycled industry. Assisted by strong foundational support, this dynamic individual will guide our staff, donors, volunteers and shoppers into the next successful phase of turning gently used goods into grants that help our neighbors and community.

Our ideal candidate is an experienced business leader skilled in successfully executing strategic plans and empowering high performing staff and volunteers. Reporting to the Board of Directors (BOD), this individual represents the organization to community partners, donors, supporters, volunteers, the general public, regulatory bodies, and other agencies.

**Primary areas of Responsibility:**

**Strategic Leadership**

- Identifies industry trends, seeks opportunities for organizational growth and business model viability.
- Fosters effective teamwork and communication while personifying CLT’s Vision, Mission and Values.
- Collaborates with the BOD in identifying and developing strategic initiatives and operational plans to guide the organization
- Focuses on and promotes long-term sustainability and community impact in the programs and services that CLT provides

**Financial Management:**

- Ensures CLT’s financial viability by collaborating with the Administrative Manager, the Store Manager, and the Bookkeeper/Accountant to develop annual budgets and monitor progress towards established financial benchmarks.
- Demonstrates financial acumen by analyzing financial statements, identifying cash flow trends and monitoring operational reserves to present recommendations based upon CLT’s investment policy for cash, reserve and investment accounts.
- Serves as an advisor to the Finance Committee, making recommendations for policy updates and ensuring timely implementation of any operational/policy changes.

### **Operations Leadership**

- Collaborates with the Administrative Manager and Store Manager to ensure effective leadership, communication and a culture of health and safety within CLT.
- Leads talent development initiatives and participates in the hiring, development and termination as necessary of CLT staff.
- Develops and implements an operational plan based on strategic objectives identified in partnership with the BOD.
- Supports the Administrative Manager with implementing an employee appraisal process inclusive of continuous feedback, annual performance reviews, roundtable discussions and exit interviews.
- Reviews and approves all training programs for new and existing employees to ensure programs align with the mission and needs of CLT and enhances staff retention.

### **Marketing & Community Relations**

- Oversees the implementation of a comprehensive marketing and branding plan.
- Serves as the primary spokesperson for CLT and establishes collaborative arrangements with community groups, grantees, funders and other organizations to achieve the goals of CLT.
- Regularly communicates with community stakeholders to assess changes to CLT's scope of services or geographic region.
- Ensures the grant and scholarship program is managed with integrity, due diligence and compassion from application to delivery.
- Advocates continuously for volunteer recruiting, retention and service appreciation.

### **Risk Management**

- Identifies, assesses and informs the BOD of major internal and external threats affecting CLT and prepares recommendations for resolution.
- Monitors risks and ensures CLT maintains appropriate limits on insurance coverage for the size and scope of the organization.
- Ensures compliance with all local, state and federal laws, and maintains currency of all corporate records, business licenses, and board agendas, minutes, etc.

### **Professional Requirements:**

The ideal candidate for this role embraces Christian values, balances an entrepreneurial spirit with servant-leadership and maintains a thoughtful approach to day-to-day operational management, strategic planning, and organizational leadership. Qualified candidate should bring:

- Bachelor's degree from an accredited college or university in business management, finance, communication, marketing, public relations, retail management.
- 5+ years executive management and leadership experience. Experience in start-up/entrepreneurial endeavors, community development or non-profit organization a plus.

- Experience implementing strategic initiatives and navigating change-organizational agility.
- Robust written and oral communication skills; Public speaking skills required.
- Proven proficiency in Microsoft Outlook, Word, Excel, PowerPoint and QuickBooks.

## **Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

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This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves and others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.