



Job Description

Associate Director

Indo-American Center seeks to hire an individual for a new position, Associate Director, who has excelled in a leadership role in a non profit organization and has experience helping organizations to grow. The Associate Director reports to and partners closely with the Executive Director of IAC and will assist in overseeing administration, programs, planning and evaluation of the organization and will have a track record of integrating and aligning departmental work within the organizations broader mission and impact. Experience working in a human service organization is a plus. This is an onsite position in Chicago.

About Indo-American Center: The Indo-American Center (IAC) was established as a community based, 501(c)(3) non-profit organization in 1990 by a group of Indian immigrants seeking to respond to the needs of their fellow growing South Asian immigrant population. Located on Devon Ave, at the heart of “Little India” in the West Ridge neighborhood of Chicago, IAC is deeply rooted in the community it serves. IAC connects clients to resources and opportunities that improve their individual community and quality of life through direct service, outreach, education, access, and advocacy. IAC operates six core programs: public benefits connections, immigration legal services and citizenship, adult education and literacy, health literacy and education, a seniors’ program, and civic engagement and community organizing.

Status: Full time, exempt, salary position

Salary Range: \$70,000 to \$80,000 commensurate with experience

Duties and Responsibilities:

Organization Mission, Strategy, Planning and Evaluation

- Develop program strategies and goals collaboratively with program managers annually in alignment with the strategic plan
- Foster improved collection and use of data for planning and strategic decision making
- Collaborate with program managers to develop metrics, track progress toward goal achievement and evaluate program effectiveness in accordance with the strategic plan and specific program goals
- Plan for and oversee strategic initiatives in alignment with the strategic plan as assigned

Leadership, Management and Oversight

- Ensure consistent onboarding, training, supervision and evaluation of all staff
- Monitor and create as needed organization processes and procedures ensuring consistent implementation
- Maintain government compliance with licensing, reporting, insurance coverage, and reporting requirements.



- Maintain and revise operational procedures and policies, providing guidance and interpretation for business operations
- Develop tracking and reporting processes and tools, including database implementation and management
- Manage, review, negotiate and update contracts, leases, office systems, and other agreements; oversee purchase of equipment and supplies so that programs are properly resourced

Financial Management and Monitoring

- Provide guidance and counsel in development of long-range plans involving strategy development, resource allocation, work plans, timelines and financial outcomes.
- Ensuring compliance with grant program budgets through the fund period including reporting.
- Serve as a business partner to the Executive Director on the organization's financial, budgeting, and administrative processes—including HR and benefits functions—with an eye to continuously developing and improving systems.
- Work with all departments of the organization to help plan and manage budgets.

Skills and Competencies:

You will be successful in this role if you are a dynamic, results-oriented leader who has:

Exceptional leadership capacities, including:

- The ability to inspire, motivate and guide staff members to accomplish goals
- A commitment to developing leadership in others through coaching and mentoring, guiding staff members to high performance
- Ability to manage individuals, teams and departments through growth and change
- Skill in resolving conflicts using diplomacy and tact
- Is an effective listener and can communicate well across multiple platforms including telephone, email and in-person
- Plan, implement and prioritize multiple projects requiring attention to detail and accuracy

Finance and fund development skills demonstrating ability to:

- Develop and manage budgets
- Interact with high level institutional funders, represent the organization in funder site meetings and audits
- Knowledge of the fund development process
- Knowledge of/experience with government grants

Experience and Qualifications Necessary for this Role

- Master's degree or equivalent life experience in an area such as public administration,



business administration, nonprofit management, or human rights

- Possess at least 8+ years of relevant nonprofit management/administrative experience
- Experience leading growth in an organization
- Demonstrated ability to lead and collaborate with staff
- Demonstrated commitment to support vulnerable and marginalized immigrant communities
- Excellent computer skills including proficiency with Microsoft Office, Google Suite, database management including report production and data analysis
- Ability to implement best practices in process analysis and improvements across the organization.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Personal qualities of integrity, credibility, and a commitment to IAC's mission.
- Multi-lingual a plus: In languages such as Hindi, Gujarati, Urdu, Arabic, or Pashto

IAC is an equal opportunity employer. IAC offers competitive benefits including health, dental, and life insurance, 401K, flexible schedule, and generous PTO. Please forward a resume and cover letter.

Interested applicants should submit to: Human Resources at jobs@indoamerican.org