

Position Title: Chief Executive Officer

Location: Toronto, Ontario

Reports to: Board of Directors

The Credit Counselling Canada (CCC) Chief Executive Officer (CEO) is responsible for effective and forward-looking administration, services, and advocacy. The CEO sets the tone of the organization, creating and sustaining an environment conducive to unity around the mission and strategic direction, forward momentum, collaboration, and diversity in representation and thinking. In addition, the CEO integrates information from sector trends, development, and effectiveness into planning processes and deliberations.

General Responsibilities

Board Governance: Works with the CCC Board of Directors to fulfil the organization mission.

- Responsible for leading CCC in a manner that supports and guides the organization's mission as defined by the Board of Directors.
- Responsible for communicating effectively with the Board and providing, in a timely and accurate manner, all information necessary for the Board to function properly and to make informed decisions.

Financial Performance and Viability: Develops resources sufficient to ensure the financial health of the organization.

- Responsible for the fiscal integrity of CCC, to include submission to the Board of a proposed annual budget and quarterly financial statements, which accurately reflect the financial condition of the organization.
- Responsible for fiscal management that generally anticipates operating within the approved budget, ensures maximum resource utilization, and maintenance of the organization in a positive financial position.
- Responsible for securing revenue and developing other resources necessary to support CCC's mission.

Organization Mission and Strategy: Works with board and staff to ensure that the mission is fulfilled through member support, strategic planning and advocacy.

- Responsible for strategic planning to ensure that CCC can successfully fulfill its mission into the future.
- Responsible for the enhancement of CCC's image by being active and visible with stakeholders, government, other professional, civic and private organizations.

Organization Operations: Oversees and implements appropriate resources to ensure that the operations of the organization are appropriate.

- Responsible effective administration of CCC operations.
- Responsible for the hiring and retention of competent, qualified staff.
- Responsible for signing all notes, agreements, and other instruments made and entered into and on behalf of the organization.

Professional Qualifications

- Post-secondary education degree or diploma, in Business, Social Sciences or equivalent educational qualification and/or appropriate work experience in human relations, communications or business
- Knowledge of not-for-profit credit counselling and consumer debt market
- Transparent and high integrity leadership
- Five or more years senior non-profit management experience

- Solid, hands-on, budget management skills, including budget preparation, analysis, decision-making and reporting
- Strong organizational abilities including planning, delegating, program development and task facilitation
- Strong written and oral communication skills
- Strong public speaking ability

Job Responsibilities

- Participate in the overall strategic planning of CCC to advance CCC's mission, objectives and growth as an organization which will include the annual budget and a multi-year business plan.
- Oversee CCC operations to ensure efficiency, quality, and cost-effective management of resources.
- Plan, develop and implement strategies for generating resources and/or revenue for CCC.
- Act as national spokesperson on behalf of CCC and member agencies.
- Provide the Board with a quarterly (or sooner if requested) progress report of accomplishments in relation to the approved business plan.
- Managing all aspects of national creditor relations which will include maintaining and enhancing ongoing relationships with national creditor stakeholders to preserve funding levels and ongoing support and cooperation.
- Manage all aspects of national public relations which will include the development and implementation of a national strategic plan to actively promote the awareness of credit counseling services and programs through the media, stakeholders and the communities that member agencies serve across Canada.
- Establish and maintain key relationships with federal government bodies to enhance the services and programs offered by member agencies across Canada and represent CCC at legislative sessions, committee meetings and at formal functions.
- Review and approve contracts for services.
- Other duties as assigned by the Board of Directors
- Prepare for and attending all Board meetings.
- Keep members of the Board and members of CCC committees informed and up to date as required.
- Supervise, collaborate with organization staff.
- Oversee organization and committee meetings.
- Oversee marketing and other communications efforts.

Effort Required (Physical and Mental)

Work requires light manual effort and physical exertion e.g. prolonged sitting, extended period of time working in front of a computer terminal. Work priorities set to meet deadlines on several equally important tasks simultaneously. Some stress related to the fast paced environment and the meeting of deadlines.

Working Conditions

Will work from home office and Head Office of CCC, but may spend time away from these location to work on a variety of projects and / or represent CCC. The position requires travel away from the home office.

Disclaimer

The above information of this description has been designed to indicate the general nature and level of work performed by the employee within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

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