

Susan Smith

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PROFESSIONAL EXPERIENCE

Associate Director

NAME OF NON-PROFIT

July 2005- Present

Anytown, ST

- Monitors and evaluates the implementation of Company's Strategic Plan
- Develops quality assurance plans that effectively measure the organization's success in achieving established goals
- Serves as staff resource to Board of Directors
- Serves on key management team and facilitates the integration of the strategic plan into respective program areas
- Analyzes the need for adjustments or modifications to the strategic plan and makes recommendations for future programs and funding requirements
- Designs online tools to improve communications with Board of Directors
- Assists with meeting coordination and provides administrative support to Executive Office

Air Force Project Manager

NAME OF NON-PROFIT

November 2004 - July 2005

Anytown, ST

- Managed the implementation of United States Air Force contract to replicate the military child care model in civilian communities
- Served as primary liaison between organization and US Air Force Headquarters
- Developed, reviewed, and evaluated requests for proposals, and administered contract awards
- Provided training and technical assistance to contract vendors
- Monitored project budgets and program activities to ensure compliance with project requirements
- Prepared program status reports and presentations for Air Force personnel
- Developed marketing materials and strategies to promote project to military families
- Developed online tools and resources to improve communications with contract vendors

Outreach & Implementation Manager

NAME OF NON-PROFIT

August 2003 - November 2004

Anytown, ST

- Managed federal grant to improve parental access to information about quality child care
- Served as primary liaison between organization and US Department of Health and Human Services personnel
- Provided ongoing program evaluation, feedback, budget oversight and strategic planning
- Coordinated development, layout, design and production of brochures, newsletters, and marketing materials
- Developed creative outreach plans to reach families in underserved populations
- Managed day-to-day activities of call center employees for national toll-free information hotline
- Marketed program service to national audiences, and coordinated all public relations efforts and requests

- Implemented changes to the *Name of Program*, a national, voluntary certification system for Child Care Resource and Referral (CCR&R) agencies
- Assessed service delivery of CCR&R programs
- Designed online format to streamline certification process
- Ensured the ongoing professional development and evaluation of staff
- Developed tools, resources, and trainings designed to increase the level of services provided by child care resource and referral
- Hired, trained, and supervised clerical staff and volunteers
- Developed proposals for continuation of Federal cooperative agreements

Consumer Education and Referral Supervisor
NAME OF NON-PROFIT

August 2001 - August 2003
Anytown, ST

- Supervised daily activities of consumer education call center staff
- Maintained program database, Web site, and publication inventory
- Conducted outreach activities including presentations and visibility events
- Assisted with the management of membership drives and ongoing recruitment and retention of CCR&R members
- Prepared trend, status, and progress reports for senior management.
- Recruited, hired and trained call center staff
- Assisted with the implementation of national certification program

Consumer Education and Referral Specialist
NAME OF NON-PROFIT

August 2000 - August 2001
Anytown, ST

- Served as primary referral consultant for the *Name of Program* parent information line
- Counseled and provided referrals to clients regarding child care, child development, and parenting issues
- Researched child care issues and developed and maintained a database of related resources
- Trained new employees on the use of program database and other technologies

Program Leader
NAME OF NON-PROFIT

January 2000 - August 2000
Anytown, ST

- Assisted with the planning of program activities for teens and adults with mental and physical disabilities
- Implemented programs designed to improve communication and social skills
- Aided recreational therapists with daily activities

EDUCATION

Name of University, University College, **Master of Science, Not-for-Profit Management**
Name of University, College Park, **Bachelor of Science, Family Studies**

SKILLS

Strong knowledge of Microsoft and Internet applications; IMIS database; project management; marketing; strategic planning; customer service; call center management