

**EXECUTIVE DIRECTOR
NC Board of Funeral Service**

General Description of Position

The North Carolina Board of Funeral Service (“the Board”) is seeking applications for an Executive Director. This position will be responsible for performing complex professional and administrative work in planning, organizing, and directing the comprehensive management and operations of the Board. This position will directly supervisor approximately 15 or more employees.

Distinguishing Features of the Position

The Executive Director serves at the pleasure of the Board members. This position functions as the Board’s Chief Executive and Administrative Officer. Work involves planning, organizing, directing, managing, and evaluating the program activities of the Board’s staff. Programs managed include licensing, renewals, licensing examination administration, investigations, inspections, preneed examinations and audits, preneed burial contracts, and continuing education requirements for funeral directors, funeral service licensees, and embalmers in North Carolina. The position serves as the primary custodian of agency funds and public records. Independent judgment and initiative are required in the performance of duties. Tact and courtesy must be exercised when dealing with public officials, consumers, and licensees. Direct and indirect supervision over agency staff is exercised. Work is performed in accordance with expectations established by the Board and is evaluated for effective planning, utilization and management of human and physical resources, efficiency and accuracy of Board operations, and compliance with Board guidelines and requirements.

Duties and Responsibilities

Essential Duties and Tasks:

- Plans, organizes, and directs the Board’s staff; supervises all staff departments and their work; establishes sound communication structures; establishes work priorities; provides daily advice and consultation as needed through appropriate supervisory levels.
- Monitors day-to-day operations and serves as a liaison between the Board and the Board’s staff.
- Serves as a registered legislative liaison between the Board and the NC General Assembly.
- Seeks and builds Board and staff involvement with strategic direction and long-term implementation.
- Ensures consistent and high-level quality of financial reporting, management, and administration.
- Ensures high-level quality of communications with licensees, citizens, public officials, and the media.
- Implements variety of mediums, including web-based interfaces and social media presence, for the dissemination of Board information to its regulated public.
- Oversees implementation of new technology to increase efficiency, reduce amount of paper records, and improve communication and usability of Board’s website.
- Oversees new employee recruitment, on-boarding, and training.
- Establishes, reviews and revises operating policies and procedures for the Board’s staff; researches and prepares recommendations and reports on a wide range of activities, issues, programs, and projects for the Board.

- Plans and prepares agendas for the Board and its committees; coordinates with staff the preparations and notification of persons to attend these meetings; handles the preparation of materials for various committees and hearings before the Board or its committees.
- Prepares budgets for adoption by the Board; remains knowledgeable of legislative actions which may affect the operations of the Board brings such action to the Board's attention; makes recommendations to the Board on financial policies; and manages computerization of Board functions.
- Manages personnel policies and benefits; administers and manages policies; reviews employee benefits programs for cost effectiveness and maintenance of benefit programs to industry standards; manages the purchasing functions of the Board.
- Serves as spokesperson for the Board before public grounds and the media; attends a variety of meetings representing the Board; and maintains cooperative working relationships with a variety of officials, agencies, organizations, and citizens.
- Communicates and coordinates with the Board's legal counsel on a variety of legal matters, issues, and decisions.
- Ensures compliance with document retention policies, public records laws, open meetings laws, and state ethics laws.

Other Job Duties:

- Explains and assists employees with understanding of fringe benefits and general personnel policies, as needed.
- Maintains personnel and payroll records and files.
- Performs other duties as assigned.

Recruitment and Selection Guidelines

Required Knowledge, Skills, and Abilities:

- General knowledge of the field of funeral directing, funeral service, embalming, and cremation.
- General knowledge of management and organization principles, practices, and techniques.
- General knowledge of open meetings laws, public records laws, state ethics laws, and occupational licensing compliance with applicable state and federal law.
- Thorough knowledge of the Board's regulatory functions, requirements, and procedures.
- Thorough knowledge of the general statutes as it relates to the practice of funeral service and related requirements.
- Ability to exercise judgment and discretion in decision making and in communicating with the public, state and local government officials, and others.
- Ability to establish and maintain effective working relationships with staff, applicants, licensees, the Board, the general public and public officials.
- Ability to express ideas effectively, both orally and in writing.
- Ability to establish and maintain effective management and organizational structure.
- Ability to establish work priorities and delegate appropriate functions to lower level supervisors.
- Ability to plan, organize and monitor the work of staff.

Physical Requirements:

This position requires sitting for long periods of time and performing repetitive motions such typing on a keyboard and using a computer. Occasional bending, reaching and lifting of files generally ten pounds or less may also be required.

Preferred Education and Experience:

- Graduation from an accredited four year college or university, preferably with a major in business management, accounting, personnel management, public administration, or related field and responsible experience as a supervisor preferably in a public sector or regulatory Board agency; or an equivalent combination of education and experience.
- Five (5) years of experience in the funeral industry, including at least three (3) years of management experience.
- Preference will be given to those with a master's degree in public administration, accounting, personnel management, or business administration.

Special Qualifications:

- Possession of a valid North Carolina driver's license.
- Possession of a North Carolina funeral service license in good standing or license that is substantially equivalent issued by another jurisdiction in good standing with ability to obtain North Carolina funeral service licensure within six (6) months of employment.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.