



Career Opportunity Chief Executive Officer

Asian Services In Action, Inc. (ASIA) is the largest comprehensive health and social services organization for the Asian American, Pacific Islander (AAPI), immigrant, refugee, and other communities in Ohio. ASIA also serves as the leading advocate for Ohio's AAPIs, working in partnership with other AAPI ethnic, voluntary, and social organizations. ASIA's annual budget for 2024 is \$8.55 million; there are 120 employees.

ASIA was founded in 1995 by four Asian immigrant women who saw a need to improve the quality of life for Asians in Northeast Ohio. Their first project was a one-day health and wellness event that reached sixty members from the AAPI community. Today, the organization is comprised of:

- Social services offices in Akron and Cleveland providing a broad range of programs for youth, adults, and seniors.
- The International Community Health Center (ICHC), a Federally Qualified Health Center (FQHC), providing primary health care at three locations.
- AFEO (Apex for Financial Economic Opportunities), offering small business lending to low- to moderate-income individuals who want to start businesses.

Each year ASIA serves more than 58,000 individuals, in 55+ languages and dialects, with services that are linguistically and culturally relevant. ASIA works to help AAPI individuals, families, and communities to progress further along the path toward self-sufficiency; be deeply engaged in civic life; have equal access to opportunity; be well understood through the vast availability of community data and information; and achieve optimal health and well-being. ASIA also works with institutions, systems, and organizations to increase their awareness of AAPIs and other vulnerable communities, leading to improved policies and practices.

Chief Executive Officer, Asian Services in Action, Inc., Akron and Cleveland, Ohio

ASIA is seeking a dynamic, collaborative, and experienced leader to build the capacity of ASIA and to carry out its mission *to serve, support, and advocate for Asian Americans and Pacific Islanders (AAPIs), and immigrants and refugees, so they prosper and flourish.*

The CEO of ASIA will:

- Oversee a portfolio of programs and services that is designed with a deep understanding of the communities we serve and that aligns with our mission and our strategic plan.
- Work with the Board to develop strategies to achieve goals for organizational performance.
- Be responsible for achieving revenue targets and serve as the organization's chief fundraiser.
- Ensure compliance and adherence to the Board policies and standards set by licensing and accrediting bodies.
- Hire, supervise and evaluate staff; encourage collaboration and high performance.
- Serve as the primary spokesperson for ASIA and develop position statements on public policy issues that impact AAPIs, immigrants, refugees, and other vulnerable communities.

KEY RESPONSIBILITIES:

Demonstrate Leadership

- Use the power of storytelling to ignite and kindle passion for ASIA mission with all stakeholders—board, staff, volunteers, donors—inspiring them to invite others to join in our work.
- Build a sense of belonging for those who have found their way to our organization, ensuring that ASIA is diverse, equitable and inclusive.
- Model the leadership you want to see in others by tending to your own self-care.

Strive for Mission Impact

- Administer high-quality programs consistent with the ASIA mission.
- Assess the effectiveness of existing programs using key performance indicators and other metrics.
- Seek opportunities to expand programs and services to meet emerging needs.

Partner with the Board

- Build, cultivate and nurture a true partnership with the Board of Directors built on mutual respect and trust.
- Provide the Board with the resources, information, and training necessary to fulfill their duties and be ambassadors for the organization.
- Actively engage with the Governance Committee to help identify prospective members who bring the skills, attributes and lived experience necessary for the Board to be the best partner it can be.

Align Others Around Vision and Strategy

- In partnership with the board and staff, align the organization around a compelling vision that will attract others as we secure human and financial resources to support our work.
- Ensure that the mission and core values are upheld to provide the organization with a compass to guide us toward our vision.
- Develop goals, strategies, and tactics in the form of annual plans as a roadmap that ensures accountability.

Manage Effectively

- Ensure the efficient operation of ASIA in accordance with Board policy, accreditation/ certification standards and applicable local, state, and federal laws.
- Build, lead, and retain an effective and diverse staff team dedicated to the ASIA mission and with the requisite skills to be successful in their work.
- Facilitate cross-department collaboration and strengthen internal communications with staff throughout the organization.
- Establish effective decision making at all levels to ensure that voices are heard and that short- and long-term goals are met.
- Ensure that the organization is fiscally sound; develop, recommend, and monitor the annual budget; ensure adequate financial controls and timely and accurate reporting.

Grow Resources

- Monitor external sources for opportunities to increase revenue through program fees, third-party reimbursement, government grants and contract revenue.
- Increase philanthropic support through effective fundraising strategies that include charitable grants, special events, and contributions from individuals, organizations, and businesses.

Make Community Connections

- Develop and maintain collaborative relationships with individuals, organizations, and community partners that build awareness, expand programming, and increase funding.
- Develop and execute marketing strategies that increase visibility and promote ASIA as the leading local resource for AAPI services and support.
- Represent ASIA locally, regionally, and nationally.

The ideal candidate will embody the core values of ASIA and bring leadership and strategic insights to the work through the following skills and characteristics:

- Has a commitment to the ASIA mission.
- Has extensive experience with the AAPI community and other diverse communities.
- Has demonstrated cultural competence.
- Is a compelling and persuasive storyteller in both spoken and written communications.
- Has proven leadership experience in complex environments, preferably in the nonprofit and/or government sectors.
- Has successfully collaborated with internal and external stakeholders to achieve shared goals.
- Demonstrates compassion and empathy, especially in times of crisis.
- Understands how modern technologies can be applied to solving organizational challenges.
- Leads and manages with a growth mindset, open to learning and adapting.

Education and Experience: Bachelor's degree in business administration, social work, public administration or related field from an accredited college or university required; master's degree preferred. Minimum eight years' experience in administration/management in social services, behavioral health, or healthcare, preferably with a nonprofit organization. Five years of leadership and supervisory experience necessary. Must have record of accomplishment in developing and implementing strategic initiatives.

Job Requirements: Must hold a valid driver's license and must pass pre-employment background check. This is a full-time position that requires the ability to work a flexible schedule including evenings and weekends, as necessary. Regular travel between Akron and Cleveland is required, as well as national and possible international travel.

Salary: Negotiable up to \$200,000/year, commensurate with experience and qualifications.

Application: Inquiries, referrals, and cover letters/applications may be directed in confidence via email to: ceosearch@asiaohio.org. Applications will be accepted until 5 p.m. on Wednesday, June 26.

Asian Services in Action, Inc. promotes equal employment opportunities for all applicants and employees. ASIA will not discriminate against any applicant for employment based on race, color, religion, sex, national origin, veteran status, age, sexual orientation, marital status, or the presence of any sensory, mental, or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women, people of color, and people with disabilities are encouraged to apply.