

# Job Description

**Position Title:** President & Chief Executive Officer (CEO)

**Reports To:** Board of Directors

**FLSA Status:** Exempt

**Location:** Southeastern Michigan

**Date:** September 5, 2025

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## Position Summary

The President & Chief Executive Officer (CEO) is the chief executive officer of Goodwill Industries of Southeastern Michigan and is responsible for the overall strategic, operational, financial, and cultural leadership of the organization. The CEO provides direction and oversight for retail operations, workforce development programs, employment services, and administrative functions, ensuring that the mission of helping individuals overcome barriers to employment is achieved.

The CEO serves as the primary representative of the organization to the community, donors, partners, and Goodwill Industries International, fostering collaboration and building support for the organization's programs and initiatives.

## Essential Duties & Responsibilities

### Strategic Leadership

- Collaborate with the Board of Directors to develop and execute a multi-year strategic plan.
- Establish annual organizational goals, priorities, and performance measures.
- Lead the organization in adapting to changes in the social, economic, and nonprofit environments.
- Champion innovation in service delivery and business practices.

### Organizational & Program Oversight

- Provide executive management for all programs and operations, including retail, donated goods, workforce development, and support services.
- Ensure programs are mission-aligned, effective, and compliant with regulatory and accreditation standards.
- Oversee risk management, safety, and compliance initiatives.
- Monitor key performance indicators and ensure continuous improvement.

### Financial Management

- Prepare and manage the annual operating and capital budgets in partnership with the CFO and Board Finance Committee.
- Ensure financial accountability and stewardship of organizational resources.

- Diversify revenue sources through social enterprise, contracts, grants, fundraising, and partnerships.
- Safeguard organizational assets and ensure sustainable growth.

## Human Resources & Culture

- Recruit, develop, and retain a talented and mission-driven senior leadership team.
- Create a culture that promotes respect, diversity, equity, inclusion, and professional growth.
- Ensure compliance with employment laws, policies, and best practices.
- Establish clear performance expectations and evaluation systems for staff.

## Board & Community Relations

- Serve as the chief liaison to the Board of Directors; provide regular reports on progress, opportunities, and challenges.
- Build strong, collaborative relationships with local, regional, and national partners.
- Represent Goodwill at community events, professional associations, and industry forums.
- Serve as the public face of the organization, enhancing awareness of Goodwill's mission and impact.

## Supervisory Responsibilities

- Direct supervision and performance management of the Senior Leadership Team.
- Indirect oversight of all staff employed within Goodwill Industries of Southeastern Michigan.

## Other

- Works harmoniously and collaboratively with others.
- Attends and participates in required training and meetings.
- Abides by all organization policies and procedures.
- Performs other duties as assigned.

## Additional Responsibilities

1. **CARF:** Ensures documentation and compliance with CARF Standards.
2. **Safety:** Maintains applicable safety standards, rules, and regulations in areas of responsibility.
3. **Outcome Driven:** Have S.M.A.R.T objectives to drive performance and improve Goodwill's value to the community.
4. **Stakeholder Focused:** Work with integrity and provide exemplary customer services to internal and external stakeholders.
5. **Accountability:** Develop, implement, and track key metrics that drive performance taking a leadership role in maximizing the social and financial return of the community resources invested in Goodwill.
6. **Financial Stability:** Utilize the resources of the organization in an efficient and effective manner.
7. **Strategic Visioning:** Demonstrate commitment to innovation, continuous learning, and leading change in creating community value.
8. **Professionalism:** Demonstrate a genuine interest in serving the needs of others and a positive attitude toward the community, co-workers, and individuals we serve. Represents the organization to the public with a courteous, helpful and business-like attitude.

## Required Qualifications

- Bachelor's degree in business administration, nonprofit management, social work, or related field required. Master's degree preferred.
- Minimum of 10 years of progressive leadership experience, with at least 5 years in an executive role.
- Demonstrated experience in nonprofit management, workforce development, retail/social enterprise, or related mission-driven sector.
- Proven track record of strategic planning, financial oversight, and staff leadership.

## Knowledge, Skills & Abilities

- Strong business and financial acumen.
- Excellent interpersonal, communication, and public speaking skills.
- Ability to build trust and credibility with diverse stakeholders.
- Fundraising and partnership development expertise.
- Commitment to the mission, vision, and values of Goodwill Industries.

## Working Conditions

- Standard office environment with frequent travel within Southeastern Michigan.
- Attendance at evening and weekend events required.
- Frequent interaction with community leaders, donors, and partner organizations.

## Physical Requirements

- Ability to sit, stand, and walk for extended periods.
- Ability to lift up to 25 pounds occasionally.
- Must be able to travel independently to off-site meetings and events.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

## Compliance & Other Requirements

- Must maintain a valid driver's license and reliable transportation.
- Successful completion of background check and drug screening required.
- Adherence to organizational policies, procedures, and ethical standards.
- Commitment to confidentiality and compliance with all state, federal, and Goodwill Industries International regulations.

## EEO Statement

Goodwill Industries of Southeastern Michigan provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Further, the company takes action to ensure that applicants are treated fairly during employment without regard to any of these characteristics. Discrimination of any type will not be tolerated.

## **Job Description Review & Acknowledgement:**

This job description does not list all the duties of the job. Supervisors or managers often assign other additional duties. This job description may be revised at any time. This job description is not a contract for employment, and either the employee or employer may terminate employment at any time for any reason.

I understand this job description and its requirements, and that I am expected to complete all duties as assigned. I understand the job functions may change from time to time. I will be able to perform the essential functions of the position with or without accommodation. I understand that I will inform management of my accommodation needs if I need accommodation for this position.

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**Employee Name & Signature**

**Date**