



# firstServices Executive Director

**Job Title:** Executive Director & Board Director // **Division:** firstServices

**Job Level:** Executive Leadership // **Reports to:** PSA General Manager

**Supervises:** All Associates // **Director Team:** Special Deliveries Director, Operations Director, Customer Relations Director

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## Job Purpose:

firstServices is a student-run business operated by Penn Student Agencies. This business provides laundry, dry-cleaning, and water delivery services to Penn students on and off-campus. It is the mission of firstServices to help students save time in their busy schedules by taking care of time-consuming chores and delivering the finished product right to their door! The firstServices Executive Director supports the agency by hiring and training new employees, supervising the overall function of the agency, and driving sales through actively marketing agency services across campus.

## Duties & Responsibilities:

- Work with the laundry vendor to ensure quality services are provided to customers.
- Work with other firstServices directors and managers to improve services or products offered and strengthen customer service.
- Facilitate the growth of the dry-cleaning services.
- Market all services across campus and throughout the year.
- Maintain the firstServices website.
- Hire and train new employees.
- Conduct Semesterly Employee Evaluations & Feedback Meetings
- Schedule and conduct meetings with the firstServices agency team on a monthly basis.
- Provide backup support to the other firstServices managers as needed.
- Execute summer operations and preparation plans for new school year
- Reviews all agency financials and budgets with the the PSA General Manager and PSA Financial Assistant to identify trends and create models to present to the Board of Directors each month
- Work closely with the Vice President of Recruiting and the Executive VP of Operations to design and implement recruitment strategies and facilitate efficient onboarding of new employees
- Respond to all communications in a professional and timely manner.
- Check GSuite email daily and follow through with all requested actions
- Available for other duties as assigned by the PSA General Manager and requested by the Executive Suite of Penn Student Agencies

## Board of Directors Requirements:

- Attend all Board of Directors Meetings as a representative of the firstServices Division
- Execute all voting privileges on behalf of firstServices
- Creation of statements recording the perspective of firstServices for votings regarding proposals and general decisions requested by the Chair
- All other duties outlined in the Bylaws of Penn Student Agencies
- Execution of all duties and responsibilities requested by the BOD Officers



### Attendance Requirements:

- Board of Director Meetings (Weekly or Monthly)
- Bi-weekly meetings with the PSA General Manager and Co-Directors
- Monthly Cross-Functional Meetings as determined by the Executive Suite
- Monthly Agency Meetings (Determined by employee availability)
- Weekly Director and Management Team Meetings
- All PSA Semesterly GBMs and Community Events

### Preferred Experience & Skills:

- Strong communication skills and a professional demeanor when working with staff, vendors, and customers.
- Must be reliable, organized, responsible, able to delegate work, able to work under pressure, and a motivated self-starter who takes initiative.
- Previous marketing experience is a plus.

### Acquired Experience & Skills:

- **Leadership:** developed through guiding the employees and business toward a common goal.
- **Time Management:** gained through learning how to accomplish academic and director responsibilities in a timely and organized manner for the duration of your employment.
- **Fiscal Management:** gained through tracking and building revenue, following a budget, and making responsible spending decisions.
- And many more!

**Pay:** Median Compensation - \$960 monthly. Hourly wages are set depending on experience and determined by the PSA General Manager prior to your start date. Wages and salaries are as dependent on business performance.

**Hours:** 11 - 16 hours per week, depending on agency need. You should expect to work an average of 13 hours weekly during a normal operating year.

**Contracted Term:** PSA Executive Leadership contracts are for one full year, starting in April and ending in April.

Email [recruiting@pennstudentagencies.com](mailto:recruiting@pennstudentagencies.com) with any questions.

**Disclaimer:** Details included on this job description are subject to change prior to the start of your contract.