

**B**uilding  
**E**xcellence  
**S**ustainability  
**T**rust



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## A Capacity Building Project Serving Genesee County Nonprofits

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### FAQ: Administration

#### Who administers the day-to-day operations of BEST?

As of 2006, the day-to-day operations of BEST are administered by the Director of Programs in collaboration and consultation with the Flint Funders Collaborative and the Lead Consultant. In this role, The Director of Programs recruits and vets consultants; prepares and monitors consultant contracts; coordinates the workshop series; networks with constituents within and outside Flint; responds to questions from agencies, consultants, funders and people outside of BEST; updates and maintains records; and initiates regular communication with all stakeholders. She is also developing a resource library for Flint area nonprofits and coordinating a help desk feature that will allow agency leaders to meet with consultants at the BEST office as issues arise. The Director of Programs also assists the Lead Consultant and Flint Funders Collaborative with program design. A part-time administrative assistant supports the Director's work and answers questions and provides information in her absence.

#### How did BEST administer programming before permanent staff was hired?

The Lead Consultant, who facilitated the initial conversations between and among funders, continued to work with toward the design and implementation of the project. As the BEST Project grew, she assumed many of the responsibilities now assigned to the Director of Programs. She was responsible in large part for recruiting and vetting the initial cadre of consultants, including writing the documents associated with these roles, such as templates for the consultant application and contract. This work was carried out for the first six months through virtual communication methods and on-site meetings. Prior to funding the first nonprofit cohort, a part-time administrative assistant was added and an office opened for BEST staff in the Resource Center. In addition to managing this start-up phase, the Lead Consultant was charged with documenting the processes leading to BEST and collecting lessons from the experience.

#### When did the BEST leadership feel the need to hire staff?

Before the beginning of 2006, as the second cohort of nonprofit assessments was about to begin, BEST advertised and hired a Director of Programs and a full-time administrative assistant. Once the number of nonprofits nearly doubled, from 12 to 21, it became clear that BEST needed someone in the community full time who could respond to the needs of the project and reach out to the community.

#### Are job descriptions for staff positions available for review?

Yes. You can access positions descriptions at [www.bestprojectonline.org](http://www.bestprojectonline.org).

#### What are the key challenges of administering the BEST project?

Administering the BEST Project requires solid skills in time management, an ability to prioritize work, and excellent communication skills. Administrators respond to multiple requests from diverse stakeholders, including funders, consultants, agency leaders, and people outside the BEST Project who want information about the program. It is important for the person in this position to understand the perspective of these stakeholders as regards their role with BEST and respond

accordingly. Pro-active communication about BEST decision and plans with agencies, in particular, as well as with consultants has helped to build trust.