

# JACK E. GREEN

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## EXECUTIVE MANAGEMENT

COMMUNITY DEVELOPMENT • PROGRAM MANAGEMENT • OPERATIONS

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Highly accomplished visionary Executive with local and regional experience in for-profit and non-profit operations, multi-program delivery, strategic positioning, homeownership development, technology development and automation, acquisitions, and strategic planning with both startup and organizational growth programs. Results-oriented, diverse leader with proven success in operation management, strategic thinking, program assessment\development and problem solving. Proven track record for being outcome oriented with emphases on improving families, agencies, and communities.

### CORE COMPETENCIES

- Nonprofit Program Assessment
  - Outcome Management
  - Case Management
  - Profit and Loss Management
  - Operations Management
  - Strategic Planning
  - Community Assessment
  - Community Development
  - Homeownership Development
  - Disaster Recovery
  - Technology Assessment
  - IT Systems Integration
  - Family\Community Stability
  - Resource Development
  - Financial Management
  - Enable Others
  - Inspire a Shared Vision
  - Model the Way
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## PROFESSIONAL EXPERIENCE

**ALABAMA GUARDRAIL, INC** – Oneonta, Alabama  
**Chief Financial Officer (CFO)**

2015 - present

*Chief financial position and business administration.*

Responsible for the daily financial operation of the business – resource development, accounts receivable, accounts payable, inventory, asset management, and payroll. Administration duties include allocating resources, formulating policies, coordinating business operations, human resource management, managing operational costs, network and systems administration, improving administration processes, loss and liability mitigation, engaging with vendors, hiring and training employees, and identifying business strengths and weaknesses. Ensures license and tax compliance with various local, state, and federal tax jurisdictions.

**GREEN & ASSOCIATES** – Oneonta, Alabama  
**Consultant**

2014 - 2017

*Independent consultant and systems integrator.*

Provides consulting services to nonprofits, local governments and community-based organizations that need assistance with outcome development and program management to improve service delivery and family, agency and community results.

**NEIGHBORHOOD HOUSING SERVICES OF BIRMINGHAM** – Birmingham, Alabama  
**Chief Executive Officer (CEO)**

2013 - 2014

*Served as Chief Executive Officer for a Certified NeighborWorks Home Ownership Center and HUD Housing Counseling Agency, which serves the Greater Birmingham Area.*

Chief executive responsible for operations and day-to-day activities that produce housing and community results for the agency. Reported to the Board of Directors and managed a \$2.4M budget. Led the organization through a sharp transition and developed strategies and partnerships that created growth and increased effectiveness in the community with regard to community stabilization and revitalization.

**PROFESSIONAL EXPERIENCE CONTINUED**

*Key Achievements:*

- Member Foreclosure Mediation Collaborative – Alabama Attorney General Mortgage Settlement
- Elected to Board of Directors – Low-Income Housing Coalition of Alabama
- Selected for membership with the Federation of Appalachian Housing Enterprises (FAHE)
- Produced \$170,000 in new programmatic revenue
- Principal lead for a Collective Impact Initiative to address mortgage foreclosures in the Greater Birmingham Area
- Initiated the first United Way Campaign for Neighborhood Housing Services with 85% staff participation

**COMMUNITY ACTION PARTNERSHIP OF NORTH ALABAMA – Decatur, Alabama** 2001-2013  
**Chief Outcomes Officer (COO)**

*Served as Chief Outcomes Officer for a \$24,000,000 Community Action Agency, which serves over 30,000 individuals and families in fifteen North Alabama counties.*

Responsible for operations, outcome management (OOM) and managing the day-to-day activities that produce outcomes for the agency and collaborates with the Executive Director/Chief Executive Officer and Chief Fiscal Officer in the overall administration of the agency. The COO monitors and at times directs the daily operations of the agency and operational outcomes reported to the community and the Board of Directors. Focuses on strategic, tactical, and short-term OOM, which means the COO is responsible for the development, design, operation, and improvement of the systems that produce family, agency and community outcomes generated by the agency's services. Understands the real work behind the agency's core operations and is primarily concerned with the outcomes of the organization and the operational improvement and efficiency of the agency. Is principally centered on assisting program leadership to achieve their desired family, agency and community outcomes while meeting programmatic and agency expectations. Often serves in a consultative capacity to program leadership to facilitate better understanding and knowledge of outcome development and reporting. Diverse knowledge of operational functions and daily interaction within Head Start, Housing Development, Homeownership, Low Income Home Energy Assistance Program (LIHEAP), Weatherization, FEMA Emergency Food and Shelter, Alabama Business Charitable Trust (ABC Trust) Fund, 211 Information & Referral, Meals-on-Wheel, Community Development Block Grant (CDBG) and Community Service Block Grant (CSBG).

Full responsibility for the FEMA Disaster Case Management Program for Northwest Alabama. Directed all operations for the successful disaster recovery and case management for homeowners and tenants who were victims of the April 27<sup>th</sup>, 2011 Tornado Outbreak. This program is the first federally fund disaster case management program in the county. It served 10 counties in the northwest corner of the state with a client base of over 18,000 disaster victims. Led a team of 34 case managers who have managed over 2800 cases and assisted almost 500 homeowners recover severely damaged housing. Coordinated community recovery resources totaling over \$11M.

Other Management responsibilities included, New Program development to increase the agency's capacity to achieve its mission to "reduce or eliminate poverty in Alabama"; supervision of Homeownership Program which serves 3 counties in Alabama; Grant Writer, to secure resources to develop programs that serve unmet needs in the agency service area; Governmental Liaison, point of contact for elected officials and advocate for public policy to address the unmet needs of low-income families and communities; Result Oriented Management and Accountability Assessment Team leader, led team which manages outcomes that demonstrate the agency's performance and effectiveness through services it provides to families and communities.

Past agency experience included the management of the Information Technology department. Had full responsibility for engineering, servicing/provisioning and supervision of all data systems (voice, data, media), LAN, WAN, Intra-net, and Web Portal for operations in eight counties. Direct all operations for system including file servers, VoIP phone system, voicemail, email, and unified messaging. Service and support all desktop computers, portable computers, and software applications.

Created and managed the first 211 Information and Referral Call Center in North Alabama. Develop a system and service strategy for comprehensive information services in Morgan, Lawrence and Winston County based on the AIRS standard and in cooperation with the United Ways of Alabama. Call center staff were the first in Alabama to achieve CIRS Certification (AIRS Certification for I&R Specialists). Technology systems implemented included a Unified Call Management System to manage and route calls to appropriate staff in the call center. This system managed call queues, alerted callers of wait time and offered call back options to eliminate the need for the caller to wait on the phone during periods of high call volume.

**PROFESSIONAL EXPERIENCE CONTINUED**

*Key Achievements:*

- developed, designed, and implemented a comprehensive system that manages the agency's production of family, agency and community outcomes – this system has been adopted for statewide use in Alabama, South Carolina, West Virginia, Michigan, and Utah.
- developed, designed, and implemented the first FEMA Disaster Case Management Program in Alabama
- selected as the Housing Program Administrator of CDBG Housing Assistance Program - ADECA
- managed a HUD Certified Housing Counseling program
- Unified all databases in the agencies CSBG service area to reduce fraud and duplication of service
- Increase productivity and communications by integrating all messaging systems into one unified messaging center
- Telephony Network Integration (engineered VoIP, voice & data integration)
- Created and managed the first 211 Information and Referral Call Center in North Alabama
- Master Trainer - Evaluate and Certify Trainers for National Results Oriented Management and Accountability Program
- Certified Case Management Trainer – Center for Applied Management Practices
- Information System Task Force Member – National Association State Community Service Programs
- Office of Community Service – 21<sup>st</sup> Century Community Action Agency Initiative Committee Member
- Co-Managed the acquisition, design, and construction of new state-of-the-art administrative office complex

**BLOUNT COUNTY COMMISSION** – Oneonta, Alabama  
**County Administrator**

1995-2001

*Served as County Administrator for Blount County Alabama.*

Directed all operations of Blount County. Conservatively managed \$12,000,000 budget and \$16,000,000 in assets. Directed all procurement in accordance with Alabama State Bid Law. Publicly reported the county's financial position twice per year. Custodian of all county commission records. Managed eight county departments and provided human resource services to 199 employees. Supervised the county information systems. Implemented an economic development strategy for Blount County. Restructured the county public transportation system. Grant Writer. Reported directly to the County Commission.

*Key Achievements:*

- State certified in county administration, governmental accounting, OMB circulars, and strategic planning.
- Liability & Loss Mitigation – developed plan to reduce loss due to liability claims and work place injuries.
- Awarded Safest Work Place in Alabama (1997-2000)
- Improved service delivery efficiency 38% by automating systems and service delivery training (county operations were fully integrated and totally paperless)
- Created the first county industrial park
- Member of the National Association of Counties - Transportation and Telecommunication Steering Committee which establishes national policy for transportation and telecommunication.
- 1998 Co-Authored Alabama County Finance Manual

**TOWN OF ROSA** – Rosa, Alabama  
**Town Clerk**

1996-2004

*Served as Town Clerk for Rosa Alabama, Population 322.*

Directed all operations of the Town of Rosa. Conservatively managed \$40,000 budget. Reported to the Mayor and Town Council.

*Key Achievements:*

- Coordinated and deployed fire hydrant project to place a fire hydrant within 1,000 feet of every resident within the town jurisdiction to improve fire ISO rating and reduce homeownership insurance cost.
- Coordinated and installed tornado siren and warning system.

**PROFESSIONAL EXPERIENCE CONTINUED**

**ONEONTA TELEPHONE COMPANY** – Oneonta, Alabama  
**Central Office Technician**

1994-1995

*Central Office Technician for industry leading telephone and cellular company.*

Responsible for the daily provisioning and maintenance of telephone and cellular systems serving Oneonta and North Alabama. Maintain and support LAN systems for administration and billing.

*Key Achievements:*

- AT&T 5ESS-2000 Digital Switch Certified
- Maintained and provisioned the first integrated landline-cellular switch in the world

**GREEN & ASSOCIATES** – Birmingham, Alabama  
**Consultant**

1990-1993

*Freelance Software consultant for accounting software companies. Systems Integrator.*

Provided consultant services to small businesses that need assistance with configuring and implementing accounting systems and software. Assisted small businesses with integrating information systems to improve customer service and service delivery efficiency.

**BIRDGESTONE/FIRESTONE INCORPORATED** – Birmingham, Alabama  
**Store Manager**

1978-1990

*Served as Store Manager for a major tire manufacturer and retail automotive repair company.*

Directed the daily operation of retail store including staffing, training, marketing, sales, and customer service. Developed sales strategies and budgets to improve performance and track results. Implemented a loss mitigation plan to improve profitability and customer service.

*Key Achievements:*

- 9<sup>th</sup> most profitable of 2400 company stores in the United States.
- 4 time Award of Excellence winner for customer service
- 1988 Store Manager of the year
- Certified Junior Executive

**EDUCATION**

A.S., Business Administration and Computer Science  
Jefferson State Community College Birmingham, AL

**COMMUNITY INVOLVEMENT**

Pine Grove Baptist Church

Member

Deacon

Church Clerk

Church Treasurer

Finance Committee Chairman

Benevolence Committee

Sunday School Teacher

Audio Visual Committee

Blount County Baptist Association

Executive Committee

Friendship Baptist Association

1998-2004 Blount County Men's Ministry Director

**PROFESSIONAL EXPERIENCE CONTINUED**

Blount County/Oneonta Chamber of Commerce  
West Blount County Chamber of Commerce  
Decatur/Morgan County Chamber of Commerce  
United Way  
    Blount County Allocation Team  
    Community Programs and Initiatives Committee  
Low Income Housing Coalition of Alabama – Board Member  
American Red Cross Advisory Board – Past Chairman  
FEMA Emergency Food and Shelter Allocation Committee – Morgan and Lawrence County  
Alabama Tornado Relief Fund Committee  
Recover Alabama Advisory Committee  
Vulcan Corvair Enthusiasts  
    Vice-President  
    Treasurer  
Corvair Springfest – Planning Committee  
2022 Corvair Society of America  
    Convention Planning Committee  
    Webmaster  
    Recourse Development  
    Photography Committee Chairman  
    Tech Session Leader  
    Concours Participant – 92.6

**REFERENCES**

**(Available Upon Request)**