

# Randall S. Jones

Lincoln, NE 68516  
(402) 975-0062 Cell • (402) 423-5373 Home  
jonesr68516@gmail  
[www.linkedin.com/in/RandySJones](http://www.linkedin.com/in/RandySJones)

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## PROFESSIONAL PROFILE

An experienced nonprofit executive with a proven track record of leading large service organizations. Leader in moving organizations through change while sustaining employee engagement, solid customer service and within budget. Experienced in organizing and leading many complex projects. Built strong teams by providing support, making expectations clear, and treating others fairly and with dignity. History of collaboration with other service providers to accomplish greater results. Developed and engaged an active board of directors and multiple advisory boards. Strengths also include solid communication, problem-solving skills, media and government relations.

## PROFESSIONAL EXPERIENCE

**American National Red Cross**, Lincoln, NE

**1997-2015**

**Director of Service Delivery**, (2014-2015)

Directed and administered delivery of health education programs across Western U.S. Led team to achievement of goals within defined performance metrics and budget. Led planning efforts for delivery of goals. Remotely managed team and traveled frequently.

- Managed \$ 5M budget. Created cost efficiencies in use of staffing resources, resulting in 26% under budget expenses in staffing costs.
- Increased productivity and cost efficiency 14% while sustaining high performance and customer satisfaction.
- Ensured quality services to over 153,000 persons by a workforce of 117 employees. Resulted in 79% of surveyed customers would recommend our services to other consumers.
- Led Division through developing goals and action plans to achieve organizational results leading to resolution of delivery barriers and increased efficiencies.
- Supported California lobby efforts.

**Executive Director**, (2013-2014)

Created and built the first Grant Management organization within the National Red Cross to manage the delivery of \$23M in Government and Private grants across Western US.

- Developed budgets and provided oversight to financial commitments, planning and services around all grants to ensure they operate without compromising resources of the organization.
- Ensured planning for successful delivery of programs.
- Managed metrics and reporting process to monitor performance of many business units and reporting to senior leadership.
- Frequent presentations to boards and senior leaders from various communities.

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### **Division Executive Director, Central United States (2011-2013)**

Strategic member of an executive team that re-engineered the delivery of health & safety programs. Redesigned, launched and directed new organizational structure for delivery of health education.

- Shifted operations from 200+ independent community field units into a centralized, more efficient model.
- Directed 200+ employees across nine midwestern states with a \$ 9M expense budget.
- Led pilot for national implementation of re-engineered delivery and sales teams.
- Designed and implemented change from old structure to new, producing greater consistency, expense efficiencies, improved customer service and increased revenue.
- Managed sales and service delivery with \$24M revenue budget. New sales team achieved 100% of sales goal.
- Implemented staffing efficiencies which created 20% reduction in staffing costs.
- Frequent presentations to boards and senior leaders from various communities.

### **Regional Chief Executive Officer, Lincoln, NE (1997-2011)**

Led and directed organization's products, sales, fundraising and service in greater Southeast Nebraska. Increased revenue and built new revenue streams. Represented national organization as registered State Lobbyist (Nebraska).

- Integrated 23 rural counties into regional organizational structure covering Southeastern and Western NE (included Butler, Fillmore, Lancaster, Seward, Saline and York Counties). Administration over fixed service delivery sites of both owned and rented properties.
- Led completion of fundraising efforts for \$1.2M capital campaign for new Lincoln office.
- Directed programs that assisted persons 60+ that included snow removal, handyman service & information and referral.
- Secured NE state certification as "Licensed First Responder" organization. Ensured compliance with all state regulations.
- Facilitated leadership/management training on behalf of national organization for other business units across country.
- Led Board of Directors through strategic planning process.

## **EDUCATION**

Nebraska Wesleyan University, Lincoln, NE , Bachelor of Arts, Sociology 1982  
Leadership Lincoln XV Fellows Program 2000

## **AWARDS/COMMUNITY SERVICE**

American Red Cross "Tribute to Heroes Leadership Award", for Outstanding Vision, Dedication & Commitment to Excellence, 2011

Past President, Human Services Federation, Directors of United Way Agencies,  
Mayoral appointment to KENO Advisory Fund Board