

Job Description

Director of Finance and Operations

Reports to: Executive Director
Supervises: Administrative and Accounting Manager, Data Associate (to be hired)
Classification: Regular Full-Time, Exempt, At-will
Location: Virtual. Suitable home office required.

POSITION SUMMARY

The Director of Finance and Operations (DFO) is responsible for the overall financial management of the organization as well as managing human resources, office management and general business operations. The DFO serves as an analytic partner for the Executive Director for finance, human resources and business operations. The position's direct reports are the Administrative and Accounting Manager and the Data Associate, and the DFO also manages the work of finance and operations consultants as needed. In addition, the DFO supports all staff regarding finance and operations policies and protocols. The DFO oversees risk management and legal compliance for the organization and strategic management of operational infrastructure.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Organizational Management

- Works with Executive Director to ensure the financial health and long-term viability of the organization
- Manages annual organizational budget compilation and ongoing budget analysis
- Presents and interprets budget and financial statements for staff and the Board of Directors, as well as finance and operations policies and issues where required
- Tracks and reports on non-financial measures of organizational performance, such as membership trends, website hits, etc. with the support of the Data Associate.
- Contributes to the overall strategic direction of the organization, acts as a role model to help build healthy organizational culture
- Adapts to and balances the shifting demands of programs and a growing organization with legal and funder requirements in order to maximize productivity, administrative support and fiscal health
- Oversees risk management and legal compliance for the organization and strategic management of operational infrastructure

- Working with HR Consultant firm, ensures the organization has an updated and fully compliant employee handbook and other personnel policies; ensures supervisors have guidance through major disciplinary issues, terminations, and other issues pertaining to employment law
- Supervises and/or guides non-direct reports when Executive Director is unavailable

2. Staff Teams and Supervision

- Responsible for overall management of finance and operations staff and directly supervises the Administrative and Accounting Manager and Data Associate
- Annual evaluations for two direct reports, as well as interim evaluations when necessary
- Meets weekly to check in with direct reports about their employee performance; completes and files all written evaluation and disciplinary documents for direct report(s)' personnel files
- Hires and manages the work of finance and operations consultants as needed
- Ensure all supervisors have adequate support regarding human resources matters and manages all staff regarding finance and operations policies and protocols
- Participates in hiring committees as needed
- Supports the Executive Director and staff on hiring, firing and salary decisions
- Recruits and supervises interns or volunteers as needed

3. Financial Management

- Hires and manages consultants as needed, including CPAs and nonprofit accounting specialists
- Manages an accounting system comprised of QuickBooks Online and core spreadsheets to ensure financial health of the organization, documents accounting procedures, supervises Administrative and Accounting Manager's use of systems, and designs improvements and new systems as necessary
- Ensures data integrity in our order systems by monitoring transactions, reconciling the order systems (Drupal and X-CD) to the accounting system (QuickBooks Online), updating the order system parameters, and problem-solving orders as needed
- Evaluates and modifies finance systems as needed, with the goal of creating clear, consistent, accurate data, timely financial statements, and solid internal controls
- Adapts, documents, and, when needed, creates accounting policies and protocols, incorporating research on best practices, accounting rules and current regulations; implements policies and protocols with all staff
- Supervises the Administrative and Accounting Manager's work running accounts payable, generating invoices, making deposits, submitting and booking payroll, tracking fixed assets and depreciation, calendaring, and coordinating staff's period-end financial activity; ensures consistent application of organizational accounting policies
- Oversees fiscal oversight of organization
- Manages annual budget process, coordinates and guides work of budget managers, prepares budget for non-program activities, compiles and monitors overall budget, coordinates budget review, supports staff to understand the budget and budget-related activities
- Manages forecasts of revenues, expenses and working capital using our existing model (three years into the future)
- Maintain and report on the organization's contingency plan

- Performs or manages preparation of organizational financial statements on a monthly basis; produces departmental and project financials as needed; reports to staff.
- Monitors financial position and analyze financial statements to proactively identify solutions to potential financial challenges
- Manages cash flow and bank/investment accounts, transferring funds as needed to maximize interest income and cover disbursements; receives bank, merchant service, and credit card statements; performs bank, merchant service, and credit card reconciliations
- Books, documents and reconciles employee insurance premium contributions
- Books grant revenue, manages revenue recognition, maintains grants spreadsheet for tracking restricted and unrestricted funds by period
- Provides financial information, tracking tools and support to other staff
- Gathers information for and oversees the month-end closing process
- Manages annual fiscal audit by independent CPA; shepherds, reviews and ensures timely filing of annual federal tax form 990, with support from the Administrative and Accounting Manager when needed
- Ensures filing of the annual 5500 tax return, forms 1099/1096 for contractors and all other required city, county and state filings, with the assistance of the Administrative and Accounting Manager
- Ensure timely registration and filing of state sales tax forms and configuration of the order system
- Reviews contracts for accounting, employment law and other legal issues; maintains files of contracts and W-9s
- Maintains a checklist of all legal and bylaw requirements for 501(c)(3) corporation for review with board secretary
- Fields finance-related questions from staff as needed, with assistance from Administrative and Accounting Manager
- Oversees accounting records retention

4. Human Resources

- Hires and manages HR Consultant firm and other HR consultants as needed, including employment law attorneys, insurance brokers and human resources consultants
- Ensures sufficiency and updates of human resources policies and strategies as needed for all states in which the NCEO has compliance obligations, in partnership with the HR Consultant firm, Executive Director and the Board of Directors
- Working with HR Consultant firm, assures accurate and up-to-date documentation of all policies and procedures related to personnel
- Working with HR Consultant firm, monitors and supports organizational compliance with the employee handbook and employment law in all relevant states, particularly where supervision is concerned; keeps abreast of legal changes and flags concerns for Executive Director
- Collaborates with Executive Director to improve employee evaluation systems
- Coordinates annual salary review process working closely with the Executive Director; compiles and analyzes the personnel budget in accordance with benefits policies, state tax laws and the employee handbook
- Calendars and documents raises, prompts annual evaluations and exit interviews
- Ensures job descriptions for all employees, working with supervisors and Executive Director; maintains current organizational chart showing reporting structure
- Supports staff placement of recruitment ads, leads the on-boarding of new employees; assures they are oriented to terms of employment and benefits

- Maintains past and present personnel files and I-9s, as well as medical and security files as needed; maintains checklists and forms for hiring, on-boarding and termination
- Maintains and oversees tracking system for accrued vacation and sick time for staff
- Working with Insurance brokers, oversees management and annual reviews of coverage, enrollment, vendors, accounting and compliance for staff benefits plans, including health, dental, vision, disability, retirement plans, workers compensation, health savings account; and legal notices for 401K
- Supports staff with troubleshooting benefits problems, coordinating with HR Consultant firm and insurance brokers whenever necessary
- Ensures supervisors and hiring committee members have adequate support on managing recruitment and interviews in a legal manner
- Ensures conduct of confidential background checks for finance staff and compliance with pertinent laws
- Ensures adequate support for employees in handling personnel issues, grievances and all HR procedures

5. Other Operations Responsibilities

- Oversees operation of physical offices (if/when relevant), storage areas, or any leased or rented space
- Oversees office management, setting office and security policies for staff and implementing with the assistance of the Administrative and Accounting Manager, including online security (if/when relevant)
- Oversees all procedures and systems needed to support employees working remotely
- Hires and manages operations contractors as needed, including attorneys, insurance brokers, cleaning and maintenance vendors, office equipment and telephone service vendors
- Supervises the Administrative and Accounting Manager to provide the fundamental operations functions of coordinating office flow and organization, supplies, equipment and furniture, volunteers, and communication with building property management, including for remote work
- Manages Operations budgets and related vendors, including occupancy, office services, insurance and legal
- Manages office equipment purchasing with the assistance of the Administrative and Accounting Manager
- Anticipates and plans for major outlays for facilities, operational infrastructure and equipment
- Negotiates property leases, leads office moves, expansions, and closures with the assistance of the Administrative and Accounting Manager (if/when relevant)
- Provides leadership in systematically evaluating risk
- Secures and maintains general liability insurance, including directors and officers insurance, with an eye on the changing requirements for a growing organization
- Manages insurance requirements and security for events and new activities, in collaboration with the Administrative and Accounting Manager and the events staff
- Works with attorneys as needed on business-related legal matters, including trademark, copyright and releases; advises staff regarding potential intellectual property law liability where applicable
- Maintains required corporate and nonprofit registrations in all states where NCEO has offices and employees with the assistance of the Administrative and Accounting Manager and outside counsel
- Manages insurance and legal records retention

OTHER DUTIES

- Oversees and ensure accurate information in the NCEO's database, working with the Data Associate
- Assists in drafting of the annual report
- General staff duties (staff meetings, member calls, work groups, annual conference, etc.)
- Works pro-actively and in good faith as a member of the staff team to support and strengthen the overall stability and effectiveness of the organization
- Completes required reports and paperwork as needed
- Utilizes direct communication and pro-active problem solving to address internal organizational challenges and disagreements
- Performs other duties as assigned

QUALIFICATIONS

- Commitment to our Organization's mission
- BS/BA required. An MBA/CPA or related degree or equivalent experience is preferred
- Minimum of 5 years' experience in positions of increasing responsibility in accounting, operations and human resources, preferably at non-profit organizations
- Strong knowledge of GAAP and extensive accounting experience, including month-end, quarter-end, and year-end close, cost allocation procedures and payroll
- Expert with QuickBooks Online and Microsoft Excel
- Ability to create and manage complex organizational budgets and financial statements
- Ability to present information and analysis clearly and concisely, especially financial information
- Sufficiently capable in Human Resources experience to effectively manage our HR Consultant Firm. Familiarity with California's HR requirements is preferred
- Experience supervising direct reports
- Proficiency with Microsoft Office, web browsers, Gmail, Google Calendar
- Proficiency with, and professionalism while using Zoom/conferencing software.
- Ability to deftly manage projects and professional relationships
- Good people skills and a positive attitude when communicating about our mission
- Strong critical thinking and creative problem-solving skills
- Ability to balance attention to detail with big-picture thinking
- Highly organized and systematic with strong time management skills and ability to juggle competing priorities and deadlines
- Flexible and comfortable in a fast-paced environment with shifting priorities
- Excellent oral and written communication skills
- Direct and accountable; thoughtful, open and helpful with conflict resolution
- Comfortable handling and being exposed to sensitive and confidential information
- Ability to respond effectively to difficult inquiries or complaints
- Sensitive to the needs of, and comfortable with a diverse workplace
- Must be able to speak, read, write, and understand the primary language(s) used in the workplace
- Background check required
- Ability to occasionally work non-traditional hours (evenings, weekends and holidays)
- Position is 100% remote and employees are required to sign a remote/work from home agreement

- Ability to travel out of state up to four times per year for staff meetings and organizational events

AMERICANS WITH DISABILITY SPECIFICATIONS

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sits at a desk 80% of the time, which includes typing on a computer and mouse 60% of the time and talking on the phone 20% of the time.
- Regularly required by the duties of this job to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- Must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Position is 100% remote and employee will be working out of their home office. While performing the duties of this position, the employee works inside a home office and this position is not exposed to weather conditions.
- The noise level in the home office work environment is usually moderate.

SIGNATURES

As the supervisor for this position (the Executive Director), I approve this job description.

Loren Rodgers

Executive Director
Title

Date

I have read and understand the requirements, essential functions and duties of this position.

Name (printed)

Signature

Date