

JOB DESCRIPTION FORM

SENIOR DIRECTOR OF FINANCE OPERATIONS

JOB SUMMARY: The Senior Director of Finance Operations will analyze and interpret financial data in relationship to actual operations in order to strategically and tactically develop and prepare financial plans, budgets and forecasts. Oversee the day-to-day finance operations and financial strategic development of Crisis Connections. Oversee budgeting and financial projects, dash boarding of critical metrics and work with the Crisis Connections leadership team to ensure reports are accurate and timely. Non-Profit experience is a must. Medicaid and government contract experiences is a preferred.

Additionally, this position is responsible for organizational ethics and accountability while establishing and managing organizational policies and procedures. Investigate, evaluate and interpret emerging issues taking into consideration known laws, organizational ethics and risk, and make recommendations to senior leadership based on these. Provide oversight along with a strong day-to-day leadership presence and support a mission-aligned unity.

QUALIFICATIONS AND EXPERIENCE REQUIRED:

- Bachelor's degree in Business Administration or Accounting from an accredited college or university recognized by the United States Department of Education or equivalent.
- Certified Public Accountant and/or Certified Management Accountant, or equivalent experience.
- Seven years or more of Accounting/Finance or Business Management experience.
- Five years or more of experience with demonstrated success in budgeting, planning for future fiscal years
- Three to five years or more of Grant management and governance, including experience with U.S. Government grant compliance.
- Three years or more years of working as a business manager, accounting manager or in a Senior finance leadership role, in a Not-for-Profit setting required. Must have ability to lead and teach team to meet operational requirements to optimize business office functions.
- Experience with Medicaid and government contracts a plus.
- Microsoft Office Suite, with a strong focus on Excel.
- Working knowledge of accounting software packages.

SALARY: \$90,000/YEAR

STATUS: Exempt/Full Time

REPORTS TO: Executive Director

To Apply: Send resume and cover letter to sbarlet@crisisconnections.org
Resumes submitted without cover letter will not be considered.

**Crisis Connections is an equal opportunity employer.
We value having employees whose skills, experience and background
reflect the diverse populations we serve.**

SENIOR DIRECTOR OF FINANCIAL OPERATIONS
JOB COMPETENCIES

LEADERSHIP QUALITIES

30%

- **External Relationships.**
 1. Represents organization to outside agencies, contractors and the general public with professionalism.
 2. Responds to inquiries and requests in a timely manner
 3. Follows through with accurate, thorough and concise communications
- **Internal Relationships.**
 1. Collaborates in a positive and cooperative manner with leadership and managers in order to promote the mission of Crisis Connections and ensure its success.
 2. Represents the agency with a unified voice to staff and volunteers.
 3. Treat co-workers at all levels of the agency with compassion and respect.
 4. Provide good management to human capital
 5. Listen to concerns shared, and support staff in working through issues through appropriate channels, supporting a positive resolution.
- **Conflict Resolution with Peers**
 1. Ability to compromise for the good of the agency.
 2. Develop solutions that benefit the entire organization, providing a win/win outcome.
 3. Provide constructive feedback in a timely and respectful manner.
 4. Responds appropriately to constructive feedback.
 5. Understands the need for private vs. public discussions that include differences of opinions.
- **Conflict Resolution with Staff and Volunteers**
 1. Mentors and coaches staff to develop conflict resolution skills at the first level
 2. Encourages direct communication to resolve conflict with peers.
 3. Provides follow up and support to ensure a successful resolution to conflicts.
 4. Offer further management intervention when warranted.
- **Managing Performance to Excellence**
 1. Encourage excellence in areas of work performance, ethics and department morale among team members by:
 - Creating a culture of accountability amongst the team.
 - Clearly communicating expectations.
 - Providing regular coaching of progress, issues that arise, strengths, growth areas and performance of job duties.
 - Appropriately documenting any performance and behavior concerns utilizing the agency's Performance and Behavior Improvement Policy and form as needed.
 - Seek guidance, supervision and support from direct supervisor and/or HR Manager as needed and appropriate.

FINANCIAL MANAGEMENT

25%

- Provide recommendations to Executive Director regarding best business practices, financial ratios/analysis and other changes based on financial evaluations and industry standards.
- Oversee the annual budgeting process for directors and department heads through a strategic period of evaluation and future vision casting.

- Review donor type mix ratios in collaboration with other Directors and ensure increased efficiency in operations.
- Lead Crisis Connections' strategic plan initiatives relating to Finance and Compliance.
- Monitor integrity of donor intent and full-costing allocations, in collaboration and coordination with Resource Advancement and Crisis Connections' Operations.
- Fiscal Management
- Manage the preparation and development of Crisis Connection annual operating budgets, forecasts, revised targets, and ongoing reports and analysis. Ensure timely and relevant production of documents, reports and budgets.
- Compile financial analysis and dashboards for Crisis Connection. Design management reports and key performance measures as needed.
- Provide financial analysis and related research of monthly Grant Reports, looking for trends and areas of concern, to enable accurate program and operations management.

COMPLIANCE AND RISK MANAGEMENT

25%

- Oversee compliance with U.S. Government federal and other international bilateral and multilateral institutional grants, keeping current on regulatory requirements and monitoring compliance.
- Manage and oversee grant and foundation proposal, reporting & compliance functions including review of sub-recipients to ensure compliance with terms of sub-agreements and applicable grantor rules and regulations.
- Evaluate systems and processes related to grants to ensure compliance and requirements for the government and NGOs. Develop new systems and processes as needed, providing support to operations in implementation.
- Investigate allegations of fraud or code of conduct violations in a manner that aligns with the organization's mission and vision and recommend appropriate action.
- Develop, update and recommend to senior leadership policies, processes and procedures and follow up as necessary to ensure implementation.
- Advise senior leadership regarding changes, trends or developments that might influence decision-making or pose additional risk to the organization.
- Develop effective campaigns that raise organizational awareness of ethical issues and message appropriate responses.
- Review, establish, implement and administer and/or coordinate policies and procedures necessary for the effective Finance and Compliance functions across Crisis Connection
- Provide managerial audits, conduct research and special projects as assigned.
- Primary manager for budget development, monitoring and expense control of WCDO and Finance & Compliance department budgets.

SUPERVISOR RESPONSIBILITY

10%

- Supervise Crisis Connection Finance Staff with authority to hire, develop and maintain appropriate short-term and long-term objectives, strategies, standards, work flow, evaluate performance and recommend termination.
- Design and direct training initiatives, building capacity, to ensure finance staff are equipped to perform their roles and responsibilities with accuracy and professionalism.
- Provide support in trouble-shooting situations, regarding day-to-day financial operations and training as needed. Personal conduct that reflects well on the agency and supports our personal conduct policy. Perform all duties consistent with the Crisis Connections Mission Statement

QUANTITY AND QUALITY OF WORK/WORK HABITS

10%

- Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.

- Follows personnel policies and procedures.
- Written and verbal communication is clear, concise, accurate and thorough.
- Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
- Makes appropriate use of supervisor.
- Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
- Suggests solutions to identified problems.