



Finance and Operations Director

Job Title: Finance and Operations Director
Department: Administration
Reports to: Executive Director

FLSA Status: Exempt/Full-Time
Prepared Date: February 2025
Salary Range: \$ 107,420 - \$151,131

Purpose: The Finance and Operations Director develops short and long-term financial plans for Listen and Talk consistent with the Executive Director's business plan and guidance. The Finance and Operations Director ensures that the organizational revenue and cost projections reconcile in the budgeting process enabling Listen and Talk to fulfill its strategic priorities. The Finance and Operations Director aligns daily operations with best practices and maintains compliance with rules and regulations.

Summary: Work collaboratively with the organization's leadership team, program leadership team, board committees and staff to ensure oversight for the organization's financial and operational stability.

Essential Duties and Responsibilities but not limited to, the following:

Finance and Budgeting

- Oversee and manage financial and accounting functions including all aspects of general ledger and profit and loss statement (i.e. reconciliation, analysis), payroll reporting, accounts payable and receivable, financial statements, annual tax filings, and annual budget preparation.
- Develop, track and communicate monthly, quarterly, and annual financial reporting materials and metrics that reflect progress in meeting organizational goals for the ED and Board of Trustees.
- Liaise with the Board of Trustees' finance committee, as well as attend all Board meetings.
- Plan, coordinate, and execute the annual budget process in conjunction with the ED.
- Coordinate and oversee annual audit.
- Ensure the maintenance of appropriate financial records and preparation of required financial reports and audits.
- Implement robust contracts management and financial management/reporting systems; ensure that billing and collection schedule is adhered to and financial data and cash flow are steady and support operational requirements.
- Update and implement all necessary business policies and accounting practices; maintain finance policy and procedures manual.
- Maintain effective lines of communication, keeping ED fully informed of all critical issues.

Operations

- Ensure highly productive and efficient day-to-day functioning and management of the organization's operational activities.
- Provide oversight of contracted or outsourced services and processes, recommending improvements to the systems in place and managing the systems moving forward.
- Oversee Human Resources functions of the organization, including, hiring, onboarding, benefits administration and employment policies.
- Oversee IT functions of the organization, including providing guidance and direction to the IT consulting team as well as administering and implementing IT policies and procedures.
- Champion a spirit of collaborative and open communications across all organizational departments and operations to ensure efficiency.
- Develop, evaluate, and update internal controls governing both programs and administrative departments.
- Oversee program contracts, legal documents and insurance policies.

Facilities

- Manage, evaluate and Implement long term facility needs. Including negotiating and contracting lease agreements, managing construction and acquisitions needs and processes, as well as networking with a variety of partners and stakeholders.
- Manage and implement the design, planning, and maintenance of property, equipment, machinery, building/leased space, and other facilities. Ability to participate in real estate lease terms, negotiations, and implementation.
- Plan, budget, and schedule facility modifications, including estimates on equipment, labor, materials and other related costs.
- Investigate and provide recommendations for the purchasing and/or leasing of furniture, equipment and office supplies. Identify quality vendors; obtain proposals, negotiate pricing and terms, and provide recommendations. Responsible for tracking inventory and maintaining databases of fixed assets.
- Continuously improve optimization of facilities space, investment and utilities cost.
- Other duties as assigned.

Supervisory Responsibilities: This position manages the front office administrative, bookkeeping and maintenance staff. Responsibilities include interviewing, hiring, training, directing work, evaluating performance, addressing complaints and resolving problems.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience: Bachelor's Degree (BA/BS), plus at least three to five years related finance and operations management experience and/or training; or equivalent combination of education and non-profit experience.

Computer Skills: Proficiency in current Windows, Microsoft and Google applications, as well as QuickBooks online.

Required Skills: Ability to read, analyze, and interpret business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from a group of managers, customers, and the general public. Must be highly organized with the ability to manage multiple projects/tasks simultaneously and effectively prioritize projects and tasks. An approachable individual who provides a high level of teamwork and cross-functional collaboration. Advanced analytical and problem-solving skills required.

Math Skills: Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, and ratios to practical situations.

Physical Demands and Work Environment: The physical demands and work environment described below represent the activities and surroundings of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform the job, the employee is frequently required to talk and hear on the telephone and over the computer, as well as in person with individuals and groups. The employee may carry materials weighing up to 25 pounds. The employee is required to read and respond to documents in hard copy and electronic form.

Equal Opportunity Employer: *Listen and Talk provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.