

JOB DESCRIPTION

Position Title: Director of Finance & Operations

Written By: Tabitha Schmidt, Executive Director/President

Position Reports to (Title): Executive Director/President

Effective Date: October 2019

Department: Administration

1. Position Summary

The Director of Finance and Operations (DFO) will report to the Executive Director/President and assume a strategic role in the overall management of the operational aspects of the organization. A key member of the Senior Leadership Team, the DFO is responsible for the operation and performance of disciplines and functions that include finance; business systems and reporting; risk management; information technology; human resources; legal; third party contract management; facilities and maintenance. The DFO establishes long-range goals and strategies, to ensure that the organizations resources are utilized effectively.

The primary day-to-day functions include planning, implementing, managing and executing all operational activities of the organization. Focusing on the staff needs to properly plan and execute the daily operational functions of the Garden, the DFO will play a key support role through detailed analysis and solution-driven decision making that ultimately support a healthy bottom line.

2. Essential Functions

Strategic Leadership

1. Provide leadership in the development of the continuous evaluation of short and long-term strategic financial and operational objectives.
2. Ensure credibility of finance by providing timely, consistent and accurate analysis of budgets, financial trends and forecasts.
3. Provide input and insight into policy and process development to better utilize the organization's resources and negate liability.
4. Advise and evaluate on impact of long-range planning and new programs and strategies
5. Establish and maintain strong relationships with Executive Leadership Team and Board of Directors to identify their needs and seek a full range of business solutions
6. Provide recommendations to strategically enhance financial performance and business opportunities
7. With a sense of urgency, ensure that information is assimilated across disciplines and departments to provide leadership and support in decision making
8. Research and vetting of all vendor relationships to best benefit the Gardens.

Finance/Compliance/Legal

1. Working with our financial outsource partner, EBCFO, provide oversight and leadership for:
 - a. All aspects of the Finance & Accounting functions of the organization including monthly, quarterly and annual audits, reconciliation and reporting; preparation of annual budget, consistent and timely communication with Directors, Finance Committee and Board of directors on budget status; compliance with internal financial and accounting policies & procedures; bank and investment account reconciliation; and cash flow analysis.
 - b. The acquisition of capital assets and ensure they are properly recorded, amortized, and disposed of as appropriate.
 - c. Contribution revenue sources and endowment assets are maintained in compliance with public charity regulations and donor intentions; keep accurate historical records of all gifts in conjunction with the Development department.
 - d. Annual/quarterly filing requirements: Form 941, SUTA, liquor license, sales tax exemption certificate, Form 990

- e. All supporting information for the annual audit
- f. Credit card merchant processing systems, reporting and support for various programs and events
- g. General insurance coverage for the Gardens acting as the main contact, policy reviewer and negotiator and manage all claims.
- h. Financial budgets and reports for current and proposed Garden projects and grant/funding applications as well as subsequent reports.
- i. The management of all leases, contracts and financial commitments.

Human Resources

- 1. Work with the Senior Leadership Team to develop, implement and maintain a comprehensive job cost system.
- 2. Oversee all payroll functions in a timely and accurate manner.
- 3. Annually review and negotiate employee benefits including health, dental, vision, LTD, STD, life insurance, FSA and HSA.
- 4. Be the plan administrator for the 403(b) retirement plan ensuring employee contributions are timely; preparation and submission of annual census; calculation and submission of annual employer contribution; obtain Board approval of employer contribution annually; ensure compliance with DOL and IRS; and meet with the 3(38) fiduciary quarterly.
- 5. Be the plan administrator for the 457 (b) executive deferred compensation plan.
- 6. Monitor all legislation relevant to the organization and ensure compliance.
- 7. Maintain Conflict of Interest statements for the Powell Gardens Board of Directors.

Technology

- 1. Research and deploy technology solutions that will decrease cost, increase efficiency, support staff and increase visitor engagement.
- 2. Maintain and renew Information Technology contracts as required
- 3. Troubleshoot technology related problems and identify solutions
- 4. Manage the organization's phone system, cell phone fleet, and wifi network

Facilities, Maintenance, Custodial and Security

- 1. Supervise the Manager, Facilities & Maintenance who is responsible for the day-to-day execution of all duties related to the maintenance, custodial and security needs of the entire Garden.
- 2. Ensure the functional integrity and security of the Gardens including oversight of its security systems, building maintenance, and mechanical plans. Establish clear and consistent protocols for the Gardens security and safety needs.
- 3. Oversee the deferred maintenance project list, working with the Facilities and Grounds Committee, Manager, Facilities & Maintenance and the CEO to establish long range priorities and fundraising needs.
- 4. Lead all bidding and contract needs related to capital projects and major improvements.

Supervision

- 1. Develop a high functioning, cohesive Operations team that supports growth at the Gardens
- 2. Hire, onboard and train new employees in the Operations department.
- 3. Manage and address employee performance issues
- 4. Hold staff accountable
- 5. Mentor and coach employees encouraging the highest quality of work and productivity

3. Sphere of Responsibility

Supervision

- Outsource relationship with EBCFO, the Garden's accounting and finance partner

- Manager, Facilities & Maintenance (maintenance and custodial staff supervisor)
- Human Resources contractors
- Technology contractors
- Security team

Executive Leadership Team Member

Board of Directors direct engagement: liaison for the Finance and Investment Committees

4. Internal and External Contacts

Internal: All Powell Gardens employees, Board of Directors, volunteers

External: Vendors, Donors, Contractors, Legal Counsel, Government Agencies

5. Experience/Education

Education	Bachelor's Degree required; Masters preferred in non-profit management, business management or accounting; MBA is a plus
Experience	5+ years of operating experience-managing through significant growth and scaling 3+ years of solid experience in accounting and finance with a demonstrated knowledge of non-profit finances including restricted and unrestricted funds, endowments and investments, earned income, membership and philanthropy revenue and an annual audit Experience in a cultural organization a plus (museum, garden, zoo, etc...) Demonstrated experience developing, with staff, an organizational budget in excess of \$3 million. Demonstrated experience in working with earned income streams
Knowledge	Proven expertise and ability to bridge long-term strategy with short-term goals, ensuring that the team has the necessary direction, information, resources and support Proven experience with cloud-based accounting, payroll, timekeeping and billing systems (Intaact, Gusto, Bill.com are the Gardens' systems) Deep knowledge and understanding of operations (IT, finance, legal, human resources, facility management) and how to leverage technology to find solutions Familiarity with all facets of the Guest Experience and how to work with key staff to build new audiences within a modern environment Generally accepted accounting principles, especially non-profit accounting Federal and state legislation affecting charities Labor laws, payroll related tax laws, filing, Department of Labor Microsoft Word, Excel, Dynamics GP, point of sale software, Altru software (donor/member/visitor) Basic understanding of local area network operations and hosted application functionality
Communications	Clear understanding of the key role the DFO plays in the success of other staff members Sense of urgency and responsiveness Willing to do what it takes to move the Garden forward Passion for guest satisfaction; strong communication and organizational skills Thrives in a fast-paced, evolving environment Strong experience building, motivating and retaining high performing teams;

	<p>experience working with a Board of Directors</p> <p>A ‘lead by example’ mentality, setting the tone for the culture of the organization and building relationships based on trust, honesty and integrity</p> <p>Speak, listen and write in a clear, thorough and timely manner</p> <p>Diplomatic and professional</p> <p>Transparent and factual</p>
Core Competencies	<p>Action- Oriented and Nimble Learning</p> <p>Balance stakeholders:</p> <p>Business Insight</p> <p>Collaborates</p> <p>Cultivates Innovation</p> <p>Drive results</p> <p>Drives Vision and Purpose and Strategic Mindset</p> <p>Financial Acumen</p> <p>Managing Change & Improvement</p> <p>Manages Complexity</p> <p>Manages Conflict</p> <p>Optimizes Work Processes</p> <p>Persuades and Negotiates</p> <p>Plans and aligns</p> <p>Situational Adaptability and Decision Quality</p> <p>Tech Savvy</p>

6. Work Environment/Physical Requirements

Primarily Monday through Friday, 8 am to 5 pm, but employee must be willing to work longer hours as projects and deadlines require. Must be available to work as required at events or programs. Flexible work options are available such as working from home a day or two/week. Attend Board meetings and Board Committee meetings outside of normal working hours. Travel to off-site meetings as required. Able to remain in a stationary position up to 50% of the time; move about inside the office to perform normal duties; move throughout a multi-facility work location