



Position Description

Director Finance & Operations

Since 1989, Rivers of Hope (ROH) has ensured that adult and youth victims living in the midst of violence and crisis receive a rapid response and ongoing support to ensure long-term safety and independence. The organization serves residents of Sherburne and Wright Counties and is the primary provider of community advocacy and support services for victims of domestic violence in these communities.

The mission of Rivers of Hope is to promote a community coordinated response to end family and teen dating violence through education, advocacy and community based support.

Job Profile and Reporting Relationships

The Director of Finance & Operations is responsible for financial management, business operations, and human resources. Reporting to the Executive Director, this key member of the team provides sound financial management advice, oversight and analysis, collaborates with Executive Director, serves as staff liaison with the board finance and personnel committees, manages human resources, and communications/administrative duties.

Key Duties and Responsibilities

Financial Management

- Manage and supervise all financial and accounting processes of the organization
- Oversee payroll processes, including working with 3rd party payroll provider
- Manage and oversee bank accounts and banking relationships
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization
- Prepare monthly financial statements for programs and the organization
- In collaboration with Executive Director, prepare and monitor the annual organizational budget, including presenting the information to the Finance Committee
- Work with the development and program teams to develop and monitor budgets and other financial information
- Monitor, analyze and report on all aspects of the financial health of the organization
- Review and improve internal controls, as well as financial policies and procedures, to ensure appropriate segregation of duties
- Ensure the organization complies with pertinent financial regulations and partner expectations
- Provide schedules and manage the annual financial audit and preparation of state and federal financial filings
- Approve expenditures within the authority delegated by the Board
- Proactively enforce fiscal policies, controls and separation of duties to ensure sound fiscal practices in compliance with GAAP, OMB regulations and funding requirements.
- Maintain accounts, ledgers, and reporting systems ensuring compliance with appropriate GAAP standards and regulatory requirements.
- Prepare and provide accurate and timely financial reporting and data analyses to appropriate internal and external stakeholders, including preparation of accounting schedules, reports and financial statements on a monthly and ad hoc basis.

Organizational Operations

- Oversee the communication and social media initiatives for the organization
- Manage day-to-day operations of the organization, including establishing and implementing all operating procedures

- Ensure quality relationships and business practices with vendors, including IT
- Manage central office space, including space use planning and landlord relations

Human Resources

- Oversee recruitment, hiring, on-boarding, benefit administration, performance management and personnel records for all staff
- Ensure compliance and maintains confidentiality of all personnel issues
- Determine staffing requirements for organizational management and program delivery
- Oversee the implementation of the human resources policies, procedures and practices including the development of job description for all staff
- Recruit, interview and select staff that have the right technical and personal abilities to help further the organization's mission
- Performance management all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review
- Communicate regularly with the Board's Personnel Committee in order to update policies and procedures for the organization
- Maintain employee personnel records including benefit changes, payroll information, timesheets, leave requests, and other employee-related material
- Serve as primary benefits contact for employees, benefits vendors, and third party administrators

Minimum Education and Experience

- BA/BS in business, management or finance.
- Five years previous finance or accounting experience in a non-profit organization required.
- Knowledge and understanding of nonprofit operating principles, practices and procedures
- Previous experience working in a Finance or Operations capacity.
- Ability to develop specific systems and organizational tools in the area of Financial Management and Business Operations.
- Significant business/financial knowledge/experience; ability to deal competently with finances, budgeting and reporting of expenditures.
- Ability to communicate effectively verbally, in writing, and in public speaking situations.
- Ability to interface and work effectively with partner organizations, staff, and volunteers.
- Knowledge of domestic abuse, sexual assault, child abuse, and women's issues.
- People management experience required.
- Strong computer skills, including word processing and spreadsheet skills, database experience desirable.

ETHICAL PRINCIPLES AND PRACTICES

Rivers of Hope recognizes that employees play different but equally important roles. Everyone associated with ROH must recognize the impact her or his role plays in our overall success. The success and future opportunities for individual employees is built around the overall success of the organization. Everyone associated with ROH is to project a professional image. Our practices will remain congruent with the mission and strategic plan. Because of this, the following principles and practices have been adopted by the staff team and we strive to live by them:

Mission Integrity and Value Base – We are dedicated to the mission of the organization and focus on its accomplishment. We are value-centered and act on the values of shared leadership, mutual respect, equality, trust and compassion.

Accountability/Reliability – We are committed to carrying our weight or saying when unable to do so. We understand our roles and are accountable for our responsibilities. We work to understand and respect the roles of others. We keep our work on track and on time.

Honesty, Trust, and Confidentiality – We trust that we can be truthful and will be safely heard. We are confident that others will act in an equally trustworthy way. We will communicate with each other directly and privately and be patient with each other. We respect the confidentiality of our colleagues and constituencies. We follow the ethics of our respective professions.

Mutual Respect and Civility – We follow the Golden Rule and treat others as we would like to be treated. We respect the ideas and opinions of others and generously contribute our own. We clearly communicate and respect the boundaries of our work while respecting the boundaries of others. We respect one another's culture, history, and humanity. We honor and include everyone's expertise and treat everyone as an equal.

Non-violent Communication and Acceptance – We observe without judgment and understand the feelings and needs behind our own actions and the actions of others. We make clear and doable requests to meet our needs and the needs of others. We act out of the belief that while our strategies may come into conflict, our needs do not. Through this communication we find solutions that meet all our needs.

Shared Leadership – We empower all stakeholders (leaders, co-workers, constituencies and clients), by listening and responding to their needs. We recognize each other's expertise. We are team players who help our co-workers accomplish their goals when invited to do so. We offer help whenever we can.

Excellence – We are committed to excellence and to achieving our fullest potential as individuals and as an organization.

Stewardship – We are good stewards of the people, programs, and resources entrusted to us by the public and funders. We responsibly safeguard all aspects of the organization in full participation with the community.

Flexibility and Creativity – We promote and accept change. We have the freedom to make mistakes and we strive to grow and learn from them. We work to expand our knowledge and skills/abilities.

Balance of Work and Life – We achieve a balance of work and life with the flexibility to meet the needs of both. We keep our job responsibilities in perspective and create opportunities to celebrate joy and have fun with one another.