



## JOB DESCRIPTION

<b>Title:</b>	<b>Director of Business Operations - .6FTE</b>
<b>Team:</b>	<b>Operations</b>
<b>FLSA Status:</b>	<b>X Exempt <input type="checkbox"/> Non-Exempt</b>
<b>Reports To:</b>	<b>Chief Executive Officer</b>
<b>Supervises:</b>	<b>Event &amp; Operations Manager</b>

### SUMMARY

Reporting to the CEO and serving as an integral member of the Fusion Learning Partners team, this position's primary responsibility is ensuring organizational effectiveness by providing leadership for the organization's financial and administrative functions. The Director of Business Operations oversees and/or implements all accounting, human resources, and general operations/office management functions, including supervision of operational or financial support roles. This is an outstanding opportunity for an experienced accounting/finance professional with general business operational experience to join in a high-growth, mission-driven nonprofit organization that operates on a fee for service business model.

### POSITION EXPECTATIONS

- Be proactive, take ownership and be accountable.
- Be adaptable, positive, innovative, and productive with a high degree of initiative.
- Be communicative, collaborative and relationship-focused in approach, by demonstrating excellent interpersonal and customer service skills.
- Have a growth mindset - think and act like an entrepreneur.
- Develop and implement ideas and programs — conduct or carry out procedures and activities to improve programs or products.
- Ask for help when needed, be open to constructive feedback and share ideas for improvement.
- Work independently as well as collaboratively within a team environment.
- Be resourceful – obtain and learn information needed to do the job from all relevant sources.
- Stay calm under pressure and successfully manage multiple projects and time-sensitive demands.

## **PRIMARY RESPONSIBILITIES BY FUNCTION**

Responsibilities include, but are not limited to:

### **Strategy, Vision and Leadership**

- Advise the CEO on all accounting, finance and operational matters.
- Serve as a liaison to the board and finance committee; effectively communicate and present critical financial information at select board of directors and committee meetings.
- Contribute to the development of Fusion's strategic goals and objectives as well as the overall management of those goals and objectives.
- Maintain open lines of communication, keeping the CEO informed of all critical issues.
- Represent the organization externally, as necessary, particularly in banking, contract and lease negotiations.

### **Accounting/Financial Management:**

- Support the CEO with the planning and management of the organization's annual budget.
- Create monthly and quarterly reports, statements and forecasts of organization's financial performance against budget, financial and operational goals. Produce other reports as requested.
- Manage all accounting functions (A/P, A/R, deposits, etc) while employing adequate internal controls
- Monitor and advise the CEO on cash flow.
- Oversee and support the work of managing registration receivables and invoicing registrants
- Manage client reimbursement/payment requests per the client service agreements.
- Monitor all transactions to ensure accuracy and control of the financial reporting systems.
- Prepare monthly allocation of administrative charges to respective projects.
- Reconcile monthly balance sheet activity and prepare journal entries as needed.
- Create monthly financial reports for internal and external clients as requested.
- Administer payroll, employee benefits and organizational insurance.
- Oversee and support event/program registration reconciliations and financial close-outs to ensure completeness and accuracy, and provide detailed transaction reports as well as summary reports for review by assigned staff and CEO.
- Calculate event/program profitability and assist in setting billing rates for staff time as well as various direct charges.
- Maintain the Fusion bank and investment accounts, including monthly account reconciliation and corresponding monthly journal entries.
- Maintain electronic and hard copy financial archival and administrative files.
- Ensure that accounting requests are resolved and communicated in a timely manner to internal and external parties.
- Develop, maintain and monitor all accounting processes, procedures and internal controls and recommend and implement improvements.
- Work with external accounting/audit firms to prepare quarterly financial reports, 1099s and other requirements
- Manage the annual audit and be a liaison with the audit vendor.
- Perform special financial analyses and evaluations, as requested or assigned and as time permits, to aid the management process in reducing costs, improving margins, and evaluating service opportunities.

### **Human Resources:**

- Support the CEO in developing and implementing policies, objectives and performance measurements for staff.

- Manage compensation/benefit benchmarking work with third party vendor every other year or as needed.
- Maintain benefits and compensation program while providing a recordkeeping system that meets all legal and organizational requirements.
- Update and coordinate employee benefits/deductions.
- Oversee/update system for recording vacation, sick leave, and holidays.
- Assist the CEO in assessing personnel needs.
- Oversee the orientation of new employees to the organization and financial management system.
- Develop and maintain organizational personnel files.
- Provide technical assistance and support to staff regarding HR and payroll related issues.

### **Organizational Effectiveness/Risk Management**

- Manage/oversee all operational/administrative functions.
- Increase the effectiveness and efficiency of operational support services through improvements to each function (HR, IT, Admin & Finance), as well as coordination and communication between Operations and other teams.
- Drive strategic initiatives in the organization that contribute to long-term operational excellence.
- Provide guidance on matters related to budgeting/financial management, tax and insurance questions, and business structure and growth.
- Oversee organizational insurance policies.

### **Team Development/Supervision**

- Oversee, direct, and guide the work of the Event & Operations Manager.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Ensure assigned staff receive timely and appropriate training and development.
- Establish and monitor assigned staff performance and development goals, assign accountabilities, set objectives, establish priorities, and conduct annual performance appraisals.
- Mentor and develop assigned staff using a supportive and collaborative approach.

## **JOB SPECIFICATIONS**

### **Required Education and Experience**

- 4-year degree in accounting, finance, business administration or similar field of study.
- Minimum five years' experience providing Financial Management and Accounting in a nonprofit setting, ideally including a fee for service business model.
- Demonstrated experience in organizational effectiveness and office/operations management implementing best practices, including Human Resource functions.
- Demonstrated experience in staff supervision and team leadership.
- Experience using Quick Books Online.

### **Knowledge and Skills**

- Excellent interpersonal and communication skills and a collaborative management style.
- Excellent computer skills and proficiency in Excel, Word, Outlook, and accounting software.
- Ability to learn new software quickly.
- Knowledge of tax and other compliance implications of non-profit status.

- Knowledge of government and/or other client contract management a plus.
- Knowledgeable of and comfortable teaching others basic technology systems/software and standard office equipment.
- Demonstrated capability in maintaining strict confidentiality with employee information.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Basic understanding of usual business and accounting practices, including GAAP and FASB.
- Excellent attention to detail and high level of accuracy.
- Highly organized, able to prioritize and manage time effectively in a fast-paced, deadline-driven environment.
- Able to work independently and with direction.
- Ability to communicate clearly, concisely and accurately both orally and in writing.
- Ability to develop and maintain positive and effective working relationships with other staff, clients and the general public.

**PHYSICAL REQUIREMENTS NECESSARY TO PERFORM THIS JOB**

- Be indoors, sitting at a desk for the majority of the day.
- Travel to and from event sites or meetings (primarily local, some outstate); must have driver’s license and access to a car.
- Must be able to lift up to 10 pounds on a regular basis; up to 30 pounds occasionally.

**TOOLS AND EQUIPMENT USED**

- Operate standard office equipment (phones, personal computer, copier, printer, etc.).
- Use personal smart phone for remote connectivity (email, phone, voicemail).

**WORK ENVIRONMENT**

- Remote work arrangement from employee home office where adequate internet service, workspace and furnishings are established at employee expense.
- Attendance/participation as requested at co-working office space in the Twin Cities area.

*I understand that this job description\* does not necessarily list all the functions or accountabilities of the job, and that I may be asked by management to perform additional duties and tasks. I also understand that I will be held accountable to perform these job functions to the best of my abilities, and that I will be expected to continually assess where my assistance would benefit their coworkers and the organization and step in to fill those gaps.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

*\*Management reserves the right to revise and update job descriptions at any time.*