



Director of Operations ♦ Position Description ♦ May 2017

Job Summary:

The Director of Operations provides management and supervision for key organizational functions such as financial management, business administration, human resources, and office administration. The Director of Operations interacts with other staff, Board Members, volunteers, work-study students, vendors, partner families and the general public.

Reports to:

Executive Director

Supervises:

- Human Resource and Accounting Specialist
- Office Manager
- Office Assistants (Work Study Students and Volunteers), as appropriate

Qualifications:

- Education and Training
 - Preferred Qualifications:
 - Education: Master's Degree in Business Administration, Public Administration, Non-Profit Management or a related field, and
 - Experience: Two years management, administration and supervisory experience in a non-profit or similar setting
 - Minimum Qualifications:
 - Education: Bachelor's degree in Business Administration, Public Administration or a related field, and
 - Experience: Five years management, administration and supervisory experience in a non-profit or similar setting
 - Extensive computer skills (i.e., Advanced spreadsheet management and development, Advanced data base management, Word processing, etc.)
- Ability to manage multiple tasks effectively with competing deadlines
- Excellent attention to detail
- Ability to analyze data and make decisions based upon critical thinking
- Experience completing or coordinating audits such as annual independent financial audit, workers' comp audit, IRS 990
- Ability to synthesize details and plans into operational budget
- Ability to lead, supervise, train and mentor people
- Ability to work as part of a team
- Good written and verbal communication skills
- Bilingual (English and Spanish) preferred

Time Requirements:

Full-time exempt position requiring flexible hours, including some evenings and weekends, plus occasional out-of-town travel requiring overnight stay.

Salary Range: \$48,000 - \$55,000 dependent on experience, education, training

Duties and Responsibilities:

1. Financial Management

a. Accounts Payable and Payroll

- Provide supervision and support to Bookkeeper in daily AP processes
- Approve/Verify weekly AP for accuracy to General Ledger and budget categories
- Assure Payroll, employee reimbursements and biweekly benefits remittance are processed in a timely fashion

b. Accounts Receivable

- Oversee Bookkeeper's Daily Preparation of Deposits (Donations, Partner Family and Project Payments)
- Manage Mortgage Servicing for over 100 mortgages
- Manage Home Repair/Ramps Payment Servicing for 60-250 payment plans
- Reconcile Restore deposits to Restore sales reports and bank statements

c. Financial Controls, Policies and Procedures

- Ensure compliance with WHFH, HFHI financial policy and standards
- Ensure compliance with Nonprofit industry standards (IRS) and Mortgage Standards (CFPB)
- Serve as "Anti-Money Laundering" Compliance officer – ensure annual homeowner checks conducted
- Manage and Develop Financial processes/procedures in Admin office and Restore
- Assist in development/updating WHFH financial policies as needed with Executive Director and Board
- Annually update and monitor signature cards, safe and deposit box access

d. Month-End Reconciliation

- Perform Bank Reconciliations for all bank accounts and CDs
- Reconcile financial data in Accounting, Mortgage Servicing, Project Servicing, and Donor Databases
- Manage and update Month-End Spreadsheets per capital loans and payable accounts
- Prepare Month-end Submission for Accounting Firm per Financial review and Statement Preparation

- Manage Chart of Accounts, GL, and perform Journal Entries as needed to adjust and reconcile
 - Reconcile Payroll PTO Reports to Timeclock, Clicktime, Internal records
 - Prepare Monthly Board Financials and other Reports as requested
 - Implement board-approved delinquency policy for homeowners (new homes and home preservation partners) greater than 30-days delinquent.
 - Manage mortgage delinquency process, including timely counseling, payment plan implementation and evaluation.
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 - Upon approval by board, and in conjunction with Executive Director and legal counsel, coordinate foreclosure process when necessary. Maintain proper documentation for applicants and homeowners.
- e. Annual Activities and Audits
- Manage and Prepare for Annual Financial Audit
 - Manage and Prepare for Annual Workers Compensation Audit (Subcontractor and Staff)
 - Conduct Annual Homeowner Escrow Analysis to issue Annual Summaries and New Payment letters
 - Compile documentation and Prepare draft IRS 990 for Accounting Firm review and submission
 - Perform Annual Payroll verification for W2 preparation
 - Perform Annual Vendor/Subcontractor Analysis in preparation for 1099 Issuance
 - Assist Executive Director, Managers and Board in Development and Analysis of Annual Budget
2. Mortgage Servicing
- a. Answer Homeowner inquiries re: payoff balances, account research, insurance, exemptions
 - b. Coordinate Homeowner Stewardship, including monthly delinquency letters, routine reporting, foreclosures, and payoff requests
 - c. Assure insurance remains in effect for all homeowners
 - d. Assure annual property taxes are paid for all homeowners
 - e. Assist homeowners with property exemption and insurance issues
3. Human Resources
- a. Coordinate and Standardize Human Resource Processes
 - Assure completion of Pre-Hire Process and Background Checks
 - Complete New Hire Process and Orientation
 - Assist with Separation/ Exit Process
 - Prepare for Annual Staff Meeting, including preparation of Benefits, Annual Departmental and Executive Director reports

- Assure implementation of Performance Review Process
 - Support HR functions for non-staff processes with Human Resource Specialist and Coordinator of Volunteers and Special Events, relative to Board members, Work Study students, Interns, volunteers and others.
 - b. Maintain Personnel Files and Records in accordance with retention policies and procedures.
 - c. Benefits Management
 - Manage simple IRA, Health insurance, flexible spending accounts, paid time off, optional benefits for staff, plan renewals and separation from employment activities
 - d. Assure accidents are reported to appropriate sources, including applicable staff, Board and Worker’s Compensation provider.
 - e. Update and Develop Job Descriptions for Direct Reports
 - f. Staff Development and Training
 - Work in conjunction with other management staff to assure training and certification supports safety regulations, OSHA and professional development requirement.
 - Maintain copies of training, staff development and license renewals in employee files
- 4. Business Administration
 - a. Manage document retention and destruction policies and procedures.
 - b. Oversee vendor and subcontractor files
 - Ensure Vendor Documentation compliance:
 - Maintain current records regarding W/C insurance/waiver, W-9s, General Liability Insurance
 - Perform annual checks to HUB, SAM and other regulatory sites per grant or legal compliance
 - Request bids/quotes annually per policy and budgeting needs
 - Update Authorized buyers on WHFH Vendor accounts
 - c. General administration and business responsibilities
 - Oversee development, updates & collation of policies & procedures
 - Streamline, Create and Update Administrative Systems as needed
 - Ensure Legal Compliance with IRS, AML, Labor –TX and Federal, OSHA, and other oversight agencies.
 - Update Insurance Policies – per staff W/C categories, Authorized Drivers, Property listings
 - Ensure Organizational Documents are updated (i.e., Organization Chart, Website, ETapestry, database, and such) as new hires begin employment and as staff exit employment
 - d. Miscellaneous administrative functions
 - Prepare and/or oversee Preparation of Property Exemptions (Charitable on Properties/Lots)
 - Manage Vehicle Maintenance Logs and files

