

Samaritan Ministry of Greater Washington (SMGW)

Position Description: Director of Operations (DO)

Full Time, Nov. 2018

Mission

SMGW is a non-profit, faith-based organization committed to empowering individual participants to make transformative changes in their lives through a practice of rigorous compassion and coaching from trained caseworkers. This is accomplished following the *Next Step* program by which participants set goals and take small, achievable *next steps* toward meeting those goals, notably focused on building personal capacities or overcoming personal and institutional barriers. Our mission includes intentional engagement with volunteers many of whom experience life-changes for themselves. SMGW goals for mission expansion center on reaching participants where they are through satellite sites anchored in partner institutions; casework for the chronically homeless, and direct pipeline employment. Though faith-based, SMGW has no religious requirements for participants or staff.

Position Summary

This is a full-time, managerial position requiring excellent administrative, human resource and budgetary management skills. Reporting to the Executive Director (ED), the D of O is responsible for managing SMGW's basic day-to-day administrative, financial and personnel operations at our several sites. In collaboration with the ED, this includes managing and meeting human resource-related, information technology resources and requirements, budget oversight, and the financial management of government grant requirements and reporting in collaboration with others. The incumbent is the primary interface with our contracted IT specialists and our contracted accountants. The incumbent is part of the management team. S/he advises and informs the ED confidentially on personnel matters, staff culture, IT needs, and general operations. S/he manages the budget process and prepares derivative budgets tailored to foundation proposals or the like. S/he needs to have a detailed and analytical understanding of the budget and budget policy given his/her collaborative role with the ED, our financial consultants, and other management team members. S/he needs to be fully competent in financial statement preparation and analysis, spreadsheet preparation and analysis, and database management (preferably including donor as well as financial database experience). The D of O shares overall staff management with the ED.

Qualifications & Requirements

- Bachelor's degree in finance, business administration, personnel management and at least 3 years' relevant experience OR a bachelor's degree in another field plus a minimum of 5 years' experience in a similar role.
- Demonstrated experience in budget development and oversight.
- Strong financial management skills including preparation of internal and external financial statements, financial analysis, capacity to manage process and review content for annual external financial audit and other similar audits forms with our consultants and accountants.
- Experience managing and implementing a broad array of IT systems including but not limited to accounting and donor databases, reporting and spreadsheet software.
- Prior minimum experience in administrative management must include, but not be limited to, experience negotiating vendor contracts, as well as the administration of and reporting for local and federal government grants.

- At least 3 years of prior experience in non-profit management, ideally including professional experience with a non-profit ideally but not necessarily faith-based.
- Proven attention to detail, plus strong analytic, problem-solving and writing skills.
- Strong human relations skills, especially related to human resource matters and staff culture.

Professional Responsibilities

Financial Management

- Oversees execution and continual improvement of internal accounting system.
- Reviews and evaluates the monthly draft financial statement, consulting with ED regarding concerns and questions for discussion with our financial consultants, and ultimately, with the Finance Committee and/or Board, once the statement is complete.
- Manages approved government grants and all other contracts to ensure compliance in collaboration with the ED, Program Director (PD), our consultants, and key others. Prepares government grant budgets, e.g., SNAP, Burial Assistance, FEMA, in consultation with ED and appropriate others. Prepares monthly financial reports for submission to government funders.
- Processes biweekly payroll via payroll system (Paylocity). Collects and coordinates timesheets and maintains records of employee leave balances.
- Prepares necessary program and other sub-budgets for proposals and other purposes, as requested.
- Provides financial reports as requested by the ED and management staff.
- Manages weekly bill approval and payment via bill.com with ED and financial consultants.
- Manages all financial accounts and cash-flow for the agency including cash-flow projections, advising ED and Finance Committee as necessary. Incumbent is responsible for maintenance and renewal of LOC as necessary. Specifically ensures client assistance accounts have sufficient funds for direct assistance; manages petty cash and postage.
- Collaborates with our consultants and accountants, in preparation for and review of the yearly financial audit, IRS Form 990 and any other organizational audits.
- Supports ED in annual budget development process by coordinating budget process, setting internal deadlines to collect information from Development and Program managers, working with external accountants to develop budgets for personnel and organization-wide expenses, and preparing budget narrative for Board consideration. This includes but is not limited to tracking their respective expense lines and holding staff accountable for expenses.
- Manages organizational expense to conform to approved budget.

Human Resources

- Advises, informs and consults with ED on individual personnel matters as well as overall staff culture. Supports the culture of SMGW and takes the lead on employee morale and relations matters, in collaboration with the ED, and is alert to staff concerns and patterns in staff culture.

- Assists ED and other hiring managers in the search process for new employees, including advertising and review of recruitment materials.
- Collaborates with ED in development of all-staff meetings, gatherings and retreats, designed to expand the capacity and impact of all staff.
- Administers various organizational insurance policies/coverage, as well as personnel benefits, including vendor relations, employee orientation & enrollment.

Operational Oversight & Technology

- Advises, informs and consults with Executive Director on the full range of administrative management issues, including but not limited to compliance with external and IT requirements, rental agreements and other administrative or service contracts, as well as policies and procedures for operations and personnel.
- Oversees procurement of goods and services, including vendor negotiation/relations, inventory of routine supplies, contracts and leases.
- Oversees inventory of office equipment and furniture including but not limited to maintenance, repair, replacement, and disposal in support of the team leaders at our various sites.
- Manages building and grounds operations/maintenance at office locations where we are partially or totally responsible, including landlord relations and contract/volunteer labor.
- Oversees security and safety of buildings and computer systems, including locks, keys, passwords, alarm systems, smoke detectors, fire extinguishers, etc.
- Maintains SMGW central files including HR, financial, organizational and other files as directed by the Executive Director and/or appropriate others.
- Oversees telecommunications, internet and computer systems maintenance and operations: Services, networks, hardware & software, vendor relations, employee training and support, etc.
- Provides basic IT trouble-shooting assistance to staff and, where necessary interfaces with IT consultants as SMGW's point person.

Other Duties as Assigned by the ED

- Shares management team leadership, including all-staff meetings, retreats and events.
- Shares overall management of organization via appropriate Committees and Board members, notably Finance Committee, Property Committee. Reports on critical operational and financial matters, orally and in writing, in collaboration with ED, Treasurer and financial consultants.

To apply, send resume and a cover explaining why you think this might be a match for you and SMGW to (The Rev.) David B. Wolf, Executive Director, Samaritan Ministry of Greater Washington (SMGW).

E-mail address: dewolf@samaritanministry.org