



## Financial Services Program Manager

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### Position Overview

In order to effectively serve the community, nonprofit organizations need to manage their finances in ways that inspire confidence and encourage strong decision-making. However, many of them lack the training, knowledge or support they need to do so. This is where we step in, and this is where you can help.

The Financial Services team is made up of 8 – 12 (and growing) highly skilled, passionate, and committed Bookkeepers and Financial Service Associates who care for the monthly financial tracking and reporting needs of non-profits. As a leader of our Financial Services team, the Program Manager will be responsible for supporting staff to be successful in all aspects of program delivery, thereby ensuring high quality service to our nonprofit partners.

This is a staff and client-focused role, so a passion for working with people is essential. It is also important to be able to carry a big-picture perspective regarding client organizations and their needs while providing assistance to them.

### Essential Functions

- Supervises and supports team of accounting professionals working on-site or remotely on client engagements so that operating procedures, performance standards, and goals for Financial Services are met:
  - Develops and executes strategies for recruiting, hiring, onboarding, and retaining staff who can deliver high quality financial services to nonprofit partners and reflect the diversity represented in the clients
  - Creates, maintains and implements training tools to address knowledge gaps and advance service delivery
  - Identifies opportunities to improve processes and guide performance to meet organizational goals and targets
  - Builds team collaboration and empowers team to share resources, support each other and clients, solve problems, and recognize accomplishments
  - Regularly elicits feedback from staff about staff needs for support and builds structures to address those needs in collaboration with staff
- Manages client engagements for the Financial Services program in partnership with the Financial Services staff that build strong and enduring relationships with the nonprofits we serve:
  - Conducts intake calls for prospective client engagements
  - Develops scope of work, including project deliverables, timeline, and cost
  - Provides support and guidance to nonprofits regarding accounting and finance functions, procedures for internal controls, processes, and reporting

- Identifies or assign appropriate staff to execute project
- Monitors services to ensure financial work is accurate, timely, and consistent with best practices
- Maintains process documentation in our Salesforce database to manage engagements, meet client needs, assure appropriate billing, gather feedback, and support robust reporting
- Routinely gathers feedback from clients and addresses concerns in a proactive manner
- Ensures that 501 Commons' financial services are highly rated by our clients
- Participates in finance consulting projects, assignments, or support within client organizations as needed, particularly for new client onboarding, addressing client concerns, and providing back-up coverage for staff

### Competencies

- Engages in and demonstrates good active listening
- Maintains and demonstrates a customer-focus consistent with 501 Commons' values and current program strategies and guidelines
- Handles ambiguity appropriately in a manner that provides the greatest benefit at the lowest cost to the client and 501 Commons
- Effectively manages time and projects, demonstrated by meeting or exceeding deadlines and sufficiently anticipating task duration
- Provides staff training in engaging manner that addresses specific staff needs and evaluates successes of learning experiences
- Fosters strong professional relationships with clients and colleagues
- Provides leadership that is collaborative and builds on each team member's strengths
- Effectively and clearly communicates with clients, colleagues and others in written and or verbal forms that is timely, accurate, and complete
- Consistently acts with professionalism and integrity
- Shows initiative in identifying opportunities to improve quality, efficiency, and effectiveness
- Demonstrates self-direction by staying organized, follows through on projects and tasks, anticipates and prepares for support from colleagues, and avoids crisis-modes
- Actively learns on the job through exposure to new challenges, training opportunities, and learning from others
- Builds trusting working relationships with clients and staff of diverse backgrounds

### Qualifications

To perform this job successfully, an individual must be able to perform each responsibility satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Evidence of the individual's ability to be successful in this position would include the following:

- Minimum 5 years' financial management experience in the nonprofit sector
- Minimum 3 years' supervisory experience
- Ability to multi-task, making adjustments in priority as needed
- Experience with and knowledge of fund accounting, GAAP, nonprofit accounting, internal and external reporting, payroll, and full-charge bookkeeping

- Proficiency with Quickbooks
- Experience with MS Office and willingness to master 501 Commons' technology tools and systems
- Reliable transportation - some travel within King County is expected
- Commitment to 501 Commons' goals of equity and inclusion in all levels of the organization and skills to support growth toward those goals

### **What We Offer**

- Flexibility: Ability to set your own schedule within a M-F, 8 am to 7 pm timeframe
- Collaboration with a small, but highly professional team, with numerous opportunities for professional development
- Benefits including generous paid time off, paid holidays, access to medical, vision and dental coverage and more

### **Inclusiveness Statement**

501 Commons is an equal-opportunity employer and seeks to recruit persons of diverse backgrounds and to support the retention and advancement of diverse persons within the organization. We believe that having a board, staff, and volunteer corps with diverse personal and professional backgrounds enhances our ability to meet our mission.

501 Commons is committed to providing an inclusive workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. We are committed to fostering and supporting a workplace culture inclusive of people regardless of their race, ethnicity, national origin, gender, sexual orientation, socio-economic status, marital status, age, physical abilities, political affiliation, religious beliefs or any other non-merit fact, so that all employees feel included, equal valued and supported.

### **Application Instructions**

To apply, send resume and cover letter to [jobs@501commons.org](mailto:jobs@501commons.org) with *Financial Services Program Manager* in the subject line. We look forward to hearing from you!