



Financial Services Program Manager

Title:	Financial Services Program Manager
Reports to:	Deputy Director
Classification:	Exempt, Full-time
Direct Reports:	Financial Services Associates, Program Support Specialist

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 10-12 highly skilled, passionate, and committed accountants and contractors who care for the financial needs of nonprofits. As the lead for our Financial Services team, the Program Manager is 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

Team Support and Supervision

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, onboarding, training, and retaining staff who can deliver high quality financial services to nonprofit partners and reflect the diversity represented in our clients
- Identifies and takes action on 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
- Incorporates skilled volunteers into client engagements as appropriate

Program Management

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:

- Develops program budget and goals, monitoring progress to ensure success as measured by financial performance and routinely positive feedback from clients
- Implements approach to program policies, practices, and pricing that ensures program sustainability and limits exposure to risk for 501 Commons and clients
- Conducts intake calls for prospective client engagements, developing scope of work, deliverables, timeline, and cost
- Provides support and guidance to nonprofits regarding accounting and finance functions, procedures for internal controls, processes, and reporting
- Identifies and assigns 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 action items for engagements, meet client needs, assure appropriate billing, and support robust reporting
- Routinely gathers feedback from clients and addresses concerns in a proactive manner
- Participates in finance consulting within client organizations as needed, particularly for new client onboarding, addressing client concerns, and arranging back-up coverage for staff
- Actively supports the mission of 501 Commons by identifying client needs beyond financial services and collaborating within 501 Commons to refer other services as appropriate

Other duties as assigned

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:

Required Qualifications

- Minimum 5 years' financial management experience in the nonprofit sector with experience as signing authority a plus
- Minimum 5 years' supervisory experience, preferably for teams of 4+
- Knowledge of and passion for nonprofit finance, budgeting, internal controls, compliance, and GAAP
- Experience with MS Office and willingness to master 501 Commons' technology tools and systems (Salesforce experience a plus)
- Reliable transportation - some travel within King County is expected

Desired Competencies

- Provides leadership that is collaborative and builds on each team member's strengths and motivates the team to greater excellence
- Maintains and demonstrates a customer-focus consistent with 501 Commons' values and current program strategies and guidelines

- Effectively manages time and projects, demonstrated by meeting or exceeding deadlines and sufficiently anticipating task duration
- Ability to communicate clearly and demonstrate active listening to make financial management concepts accessible to all audiences
- Demonstrates an entrepreneurial spirit by taking initiative in identifying opportunities to develop new client engagements and improve service delivery, program performance, and satisfaction
- Committed to 501 Commons' goals of equity and inclusion to build trusting working relationships with clients and staff of diverse backgrounds

What we offer

- Compensation: \$60,000 - \$69,000 annually
- Flexibility: Ability to set your own schedule within a M-F, 7 am to 6 pm timeframe, including work from home days
- Benefits: generous paid time off, 100% employer paid medical, dental, and vision, 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.

To Apply

To be considered for this position, please submit your resume and cover letter to jobs@501commons.org with Financial Services Program Manager in the email subject line. We look forward to hearing from you!