

JOB DESCRIPTION

Job Title: Finance and Operations Manager FLSA Status: Exempt
Reports To: Vice President Prepared: Jan 3, 2019

About ORS Impact: ORS Impact is a consulting firm that helps clients clarify, measure, and align around their social impact outcomes using evaluation, outcomes-based strategy and planning, theory of change, and robust internal MLE systems. We support philanthropies, nonprofits, and government agencies in their most challenging and complex work with our expertise in advocacy and policy change, networks and coalitions, systems change, and initiatives and strategies.

“Impact” is not just part of our name: it is a core value for why we do this work. Implicit in this value is the belief that the world can be more equitable, and that accelerating social progress will lead to better lives for everyone.

These statements, however, do not explicitly address the systems of power that grant privilege and access unequally, particularly based on race, but also based on age, sexual orientation, gender, immigration status, or disability. These systems underlie the issues our clients seek to address and can be perpetuated and strengthened even as well-intentioned people seek to make positive social change.

We believe that diversity makes us stronger. We believe that all people are equal and that holding some groups of people down holds all of us down. We believe that these issues are complex and that we will stumble in our efforts. However, the goal of a more just, fair, and inclusive society requires changing how we work together, how we work with clients, and proactively finding ways for our organization to make a difference in the fight for a more equitable world.

About the Position: The Finance and Operations Manager is responsible for ensuring that all aspects of the ORS Impact financial and operational infrastructure are executed efficiently in collaboration with the Vice President and other team members. The goal of the Finance and Operations Manager is to ensure the smooth running of the business while creating a positive atmosphere and a culture of equity and inclusion for employees and clients at all levels within the organization. The Finance and Operations Manager utilizes excellent communication skills to build and manage effective and strategic business partnerships and relationships in support of the overall mission of the organization. The Finance and Operations Manager develops collaborative and mutually supportive internal relationships to achieve both high client satisfaction and a positive work atmosphere.

Essential Duties and Responsibilities include the following:

Client Account/Contract Management

Manages all aspects of client contracts in collaboration with Project Directors – from initial development, to tracking ORS Impact staff time/expenditures/expenses/schedules.

- Develops, maintains, amends, reviews, and closes out client contracts and subcontracts.
- Provides contract oversight and tracks contract expenditures including expense reports and billable time records.
- Manages the contract calendar and deliverables in collaboration with Project Directors.

- Supports high client satisfaction across all segments of the organization and upholds all company standards.
- Provides financial and operational support to promote Project Director's successful project execution and client account management.

Financial Management

Manages the full spectrum of financial operations within ORS Impact.

- Prepares and submits monthly invoices to clients and tracks and follows-up as needed on outstanding invoices or client questions about invoices.
- Performs all accounts receivable and accounts payable duties.
- Prepares payroll for the payroll vendor.
- Implements all ORS Impact financial and operational aspects directly in Clearview InFocus, as the primary owner.
- Tracks organizational budget and cash flow including planning, analysis, monthly and annual reporting.
- Manages the relationship with the accountant including monthly account reconciliation, quarterly and annual tax filings.
- Assists with the preparation of annual organizational budget, regular variance statements and annual audit including end of year analysis.
- Supports revenue and contract/planning and analysis.
- Performs all banking activities and manages the banking relationship for ORS Impact, including managing ORS Impact cash position and line of credit.

Business Management

Manages all aspects of the ORS Impact internal business infrastructure.

- Manages the office space and lease agreement.
- Creates and maintains internal policy and process documentation.
- Supports staff meetings.
- Identifies, evaluates and approves operations vendors. Creates and maintains the vendor relationship. Including the vendor relationship for IT system and computer management.
- Manages the ordering of office equipment and supplies.
- Responsible for filing and archive maintenance of ORS Impact client and business data.

People Management

Manages administrative people support needs across the organization.

- Coordinates new hire process and intake with the relevant supervisor, including providing administrative new employee orientation.
- Maintains personnel files.
- Maintains staff time records including hours worked, PTO/vacation, and tracks leaves of absence.
- Maintains and negotiates company benefits offerings.
- Engages ORS Impact's outside HR service provider as needed.

Capacity Management

Supports the capacity management needs of overall client project work.

- Supports the projection and tracking of consultant capacity and utilization.
- Internal Administrative and Project Support Management
- External Project Support Management

Other tasks to support processes and projects as assigned.

Supervisory Responsibilities: This position does not have ongoing supervisory responsibilities. This position may supervise others on a project or training basis.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Excellent communication and relational skills with both internal staff and external client teams across organizational hierarchies.
- Attentive to detail and able to multi-task in a fast-paced environment; ability to balance client needs and business realities.
- Ability to prioritize work flows between different project teams.
- Professional and confident in dealing with all levels of business from daily support tasks to high-level executive interactions.
- Ability to communicate sensitive information in a tactful and professional manner.
- Proficient in Microsoft Office tools; able to adopt new project management and client relationship management tools. Experience with Clearview InFocus or similar tools a plus.
- Experience with accounts receivable, accounts payable, invoicing, and accounting software required.
- Experience with client contract management.
- Experience preparing payroll.
- Bookkeeping experience
- Professional and confident in dealing with daily support tasks.

Certificates and Licenses: None

Education/Experience: Bachelor's Degree and at least five years of related experience and/or training; or equivalent combination of education and experience.

To Apply: ORS Impact is an equal opportunity employer and all qualified candidates are encouraged to apply. Please send a resume and cover letter to careers@orsimpact.com by February 1, 2019. In the subject line please write "ORS Finance and Operations Manager." We will contact qualified applicants.