



DIRECTOR OF FINANCE AND OPERATIONS

Position Description

COMPANY OVERVIEW

Company Mission and Services

Focus Strategies is a national consulting firm based on the West Coast dedicated to helping communities improve efforts to end homelessness. We do this through community-based planning informed by local data and national best practices. For more than seventeen years, we have provided consulting to jurisdictional and community leadership in communities across the country in their efforts to reduce homelessness.

We are dedicated to partnering with communities through strategic consulting and technical assistance to design and develop equity-informed and person-centered programs, map strategic action plans, identify policy solutions, and evaluate efforts to improve outcomes for people experiencing homelessness. We are committed to working with our clients to understand their community's needs, including the experience and dynamics of homelessness in the region as well as the unique strengths and challenges of existing strategies.

We are seeking a Director of Finance and Operations to join our mission-driven organization who will contribute to a stable foundation from which we can operate and make a positive impact for communities and individuals experiencing homelessness.

POSITION SUMMARY

Position:	Director of Finance and Operations
Location:	Remote; Pacific Time Zone, United States (preferably California)
Reports to:	President
Direct reports:	Administrative Manager & Fractional Accounting Manager
Status:	Full-time, exempt
Compensation:	\$125,000 - \$150,000 annually, determined by relevant factors, including qualifications, certifications, experience, and skills

Time off & benefits: Paid time off (vacation, sick time, and 10 holidays), 401(k) with 4% salary match and profit sharing, generous benefits (health, dental, and vision), flexible spending plans, short and long-term disability insurance, and \$50 per month reimbursement for phone, internet, and office supplies

Required: Proof of eligibility to work in the United States

Start Date: Open until filled

Contact Info: Ed Woo, ed.woo@theceosrighthand.co

DIRECTOR OF FINANCE AND OPERATIONS RESPONSIBILITIES AND REQUIREMENTS

Position Overview

The Focus Strategies Director of Finance and Operations plays a key role in achieving our mission of reducing homelessness by sustaining and growing the infrastructure of our finance and business operations. You will use your experience gained in similar organizations, your strong people skills, and your excellent strategic mindset to develop, implement, and manage operational and administrative solutions, working in close collaboration with the President. This is “hands-on” and rewarding remote work, with great benefits and an organizational culture of teamwork that results in our delivery of high-quality consulting and analyses.

Position Responsibilities

The Director of Finance and Operations brings experience, insights, and best practices to Focus Strategies to enhance its financial controls, daily operations, and pathway to growth. This will be accomplished through mentoring and managing people, optimizing resources, and streamlining systems in alignment with our values.

Finance

- Work closely with the President to execute the organization’s financial strategy, entailing ownership of the organization’s cashflow and costs, including those related to prospective new projects.
- Develop and provide contextual insights into revenue, cost, and staffing forecasts, company-level budgets, and financial reports. Track performance of the company against the forecasts. As needed, model out financial scenarios to aid in planning and decision making.

- Define and implement standard operating procedures (SOPPs) across AP and AR, including integration of HR/payroll/IT/invoicing and their interface with the PSA system *Projector* and *QBO (QuickBooks Online)* accounting system.
- Manage and assess the efficacy of all internal financial policies, recommending and implementing updates, as needed.
- Develop and manage relationships with financial vendors including banking and credit card providers, tax/accounting firms, healthcare and retirement advisors, and investment management firms.
- Oversee the output of the finance and administration staff to ensure accuracy and timeliness of financial reporting, invoicing, and payments.

Operations

- Own the contract responsibilities of the company, including the creation/maintenance of templates, review of all contracts for appropriate rates, acceptable terms and conditions.
- Lead and/or oversee vendor procurement and software license maintenance, including quality assurance of contract compliance by vendors and general vendor management (User audits, management of seats/licenses; Does the budget match the timeline? Is the service satisfactory? When does the contract expire? Are they staying within budget?).
- Collaborate with relevant staff on creating and implementing procedures in response to contractual client requirements. Manage subcontractor contracts and billing and ensure their inclusion in relevant client requirements and reports.
- Coordinate with the President to ensure the employee benefits offered by the company are compliant with regulations, competitive in the market, and easy to administer and fulfill.
- Research, lead the selection of, and implement workflow/CRM systems to improve business efficiency and/or make upgrades to the current systems where appropriate.
- Lead internal processes and efforts to achieve specific goals, such as advancing the development of the company's project management process; identify, lead and/or provide support to internal projects where necessary.

Leadership

- Supervise finance and administrative staff and ensure that departmental activities are performed with proactivity, human-centered implementation, and accuracy while also upholding the mission and values of the company.

- Work closely with finance and administrative staff to set priorities and organize workflow; provide mentorship and career growth opportunities while overseeing progress and task completion, particularly at the month end.
- Set performance and professional development goals, provide regular feedback, and conduct performance reviews for assigned staff.

Additional Responsibilities

- Actively participate in continuous learning and process/product improvement efforts with the Focus Strategies team.
- Engage in Focus Strategies' collective processes (e.g., discussions, readings, committees) to advance equity-informed internal and client work approaches.
- Contribute to team effort by accomplishing related tasks as needed.

Position Requirements

- At least 5 years of experience working in finance and operations, with at least 3 years at a leadership level working in a similar function within in a consulting or professional services firm (5 years of relevant experience will be paid at the lower end of the posted salary with increasing pay based on skills and relevant experience).
- Knowledge of finance and accounting as it relates to this type/size of business and experience of "best practices" across small business systems, policies, and processes.
- Leadership experience of building effective teams, delivering performance feedback, and developing others (acknowledging differences in privilege and power and the ability to mitigate the harms of hierarchy).
- Experience owning the contract process for a consulting or professional services firm.
- Experience working hands-on as a project-based consultant for a consulting or professional services firm.
- Demonstrated experience working or volunteering in mission-driven organizations.
- Passion for ending homelessness and a commitment to data-informed public policy.
- Understanding of diversity, racism and oppression and a commitment to furthering equity and belonging.
- Demonstrable ability to connect the details to the big picture for others.
- Ability to make accurate assessments about changing organizational landscapes and with foresight, make determinations, produce insightful ideas, and set forth impactful next steps.
- Skilled in Advanced Excel, Dropbox, Asana, QuickBooks and other finance, CRM, and operations management software (Projector preferred).

- Must have extraordinary attention to detail and accuracy, be highly self-directed, and possess exceptional time management with the ability to respond and adapt to changes quickly.
- Strong written, verbal, and analytical skills.
- Preferred: knowledgeable about public agency services contracts (local and state).

What the Director Will Gain from the Position

- Opportunity to work with a supportive, committed team to reduce homelessness as quickly and equitably as possible.
- Experience as a key member of a highly functional and collaborative executive team.
- Opportunity to grow with a strong organization making a meaningful difference.
- Increasing responsibility over time.

About Our Workplace

Focus Strategies is committed to creating an inclusive workplace with a collaborative team dedicated to our mission of helping communities house people experiencing homelessness. We are an Equal Opportunity Employer. In alignment with our company values, we strive to attract and maintain a workplace that reflects a broad spectrum of diversity. We strongly encourage employment applications from people who self-identify as coming from historically marginalized populations and communities who have been most impacted by homelessness.

We are currently a 20-person firm that operates fully remote with regular phone and video meetings. Our normal work hours are 8am-5pm Pacific Time. Occasional work outside of normal hours may be required to meet project deadlines. This position requires limited travel to internal meetings, client sites, trainings, and/or conferences.

Physical Requirements

- Ability to operate a computer for 6-8 hours per day.
- Ability to give and receive detailed information through verbal and written communication.
- Ability to perform activities such as: preparing and analyzing data and figures, transcribing, expansive reading.
- Ability to set up and maintain a safe and ergonomic workspace in home environment with minimal paper file management, including receiving occasional office supply

shipments, rare shipping of equipment for repair, and carrying laptop and files for occasional all-day travel.

TO APPLY

Please send your resume and brief cover letter as **one PDF** to ed.woo@theceosrighthand.co.

Please include your name and position title in the document's electronic name (e.g., Kendra Scott Dir of Fin and Ops application.pdf).