



Finance & Operations Senior Director

Position Description

Position:	Finance & Operations Senior Director	Date:	07.15.21
Reports To:	Executive Director	FLSA Status:	Exempt
Supervision:	Supervises the Finance & Operations Team comprised of 3-6 staff members	Pay Type:	Salary
Hours:	1.0 FTE	Starting Range:	\$106,000 - \$138,000

Approved By: Joan Watson-Patko, Executive Director

_____ Date _____

1. Primary Purpose

The Finance & Operations Senior Director serves on the Executive team (aka senior leadership team) and is responsible for overseeing both financial and business operations of OPCA and its subsidiaries CHAO and CHCNO. The position’s primary responsibility is to ensure the organizations have effective financial and operational procedures in place. The Finance & Operations Senior Director has oversight of the finance and operations department, which is comprised of accounting, compliance, finance, information technology (IT), human resources, and operations functions. This position also has oversight of department staff comprised of 4-6 professionals with expertise in department content areas and functions.

This position is responsible for oversight of all strategic and tactical accounting and financial-related activities of OPCA and its subsidiaries, including budgeting, forecasting, financial strategic planning, general ledger management, job costing, investor relationships, reporting and partnership compliance for private, government, and other institutional financing. The role also assures proper adherence to GAAP, federal and state accounting principles and serves as the organization’s Compliance Officer.

The Finance & Operations Senior Director is also responsible for optimizing operating capabilities, including oversight of daily business activities, development, and implementation of operational plans, and evaluating organizational efficiency. The position manages the IT infrastructure strategy and execution, and is responsible for planning, leading, directing, and developing the Human Resources policies, activities, and staff, ensuring legal compliance and implementation of the organization’s mission and talent strategy.

2. Essential Duties and Responsibilities (~60% of time)

Financial Strategy & Accounting:

- Together with the Executive Director and the board of directors, sets and implements OPCA's strategic financial priorities toward increased funding diversity, sustainable funding sources and strategic growth.
- Provides fiscal leadership to support achievement of short and long-term strategic financial goals, including planned growth over the next ten years.
- Builds and maintains a fiscal structure and financial practices, policies, and procedures responsive and adaptable to evolving business needs.
- Follows standard accounting practices in developing internal controls that are compliant with GAAP and applicable federal, state, and local regulatory laws and rules, or financial and tax reporting.
- Coordinates the finance committee and support the Treasurer as the financial liaison to the OPCA board of directors.
- Oversees annual invoicing for OPCA members based on agreed upon dues structure.
- In collaboration with accounting staff, prepares audit work papers and annual Single Audit. Reports audit results to the Executive Director, finance committee, and board of directors.
- Responds to independent auditor, other agencies' auditors, finance committee and the Board as requested.
- Executes financial dashboards and report results to management, board of directors and membership (such as monthly, quarterly and year-end closing reports and schedules);
- Works closely with leadership team to manage federal, state, and private grants, and prepares timely and accurate budgets, financial reports and complies with draw down requirements.
- Establishes and maintains cost allocation process in compliance with requirements for management of federal funds, including month end journal entry process.
- Monitors all banking and investment activities and ensure adequate organizational cash flow.
- Oversees the development and maintenance of timely and accurate systems to maintain the general ledger, journals, and source documents.
- Oversees all payroll activities, including timesheets, taxes, withholdings, and other deductions. This includes a semi-annual time study for all staff.
- In partnership with accounting staff, facilitates the budget process: working with the Executive Director and Managers of Budgets to create annual budget for review by finance committee and approval by the board of directors.
- Leads the Managers of Budget (MOB) committee, helping to connect a complex financial system with the need to manage grant/program budgets; leads technical aspect of annual Bureau of Primary Health Care grant application submission including working with program leads on budget development.
- Analyzes current fiscal technology and system(s) and explores expanded or new technology/systems that support OPCA growth, efficiency, and financial stability. Maintains efficient fiscal technology and system(s) to keep with current growth and technological advances.
- Oversees accounts payable and accounts receivable.
- Maintains compliance with OPCA's non-profit tax status and overall fiscal operations.
- Updates job knowledge by remaining aware of new regulations and best practices; participate in educational opportunities; reads professional publications; maintain

professional networks; and participates in professional organizations.

Human Resources

- Collaborates with senior leadership to understand the organization's goals and strategy related to staffing, recruiting, and retention.
- In partnership with the Human Resources Manager, plans, leads, develops, coordinates, and implements policies, processes, training, initiatives, and surveys to support the organization's human resource compliance and strategy needs.
- Oversees the administration of human resource programs including, but not limited to, compensation, benefits, and leave; disciplinary matters; disputes and investigations; performance and talent management; productivity, recognition, and morale; occupational health and safety; and training and development.
- Monitors and ensures the organization's compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews and modifies policies and practices to maintain compliance.
- Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law; applies this knowledge to communicate changes in policy, practice, and resources to upper management.
- Facilitates professional development, training, and certification activities for HR staff.
- Works in collaboration with Investment Committee at OPCA to provide support to our two retirement plan trustees; sets annual committee meetings to evaluate current status of the 401k plan and highlight any areas needing attention; administers OPCA retirement plan through regular communication with staff, updates to employee accounts and ongoing work with Third Party Administrator/Investment Vehicle/Financial Advisor, to ensure accuracy of information and a quality benefit program for all OPCA employees.

Information Technology & Operations:

- In collaboration with the IT Managed Service Provider and the Technology Manager, develops and implements the organization's IT strategies and leads efforts to continuously improve IT process.
- In partnership with the Technology Manager, oversees all technology operations (e.g., network security) and evaluates them according to established goals, devises and establishes IT policies and systems to support the implementation of strategies, and analyzes the business requirements of all departments to determine their technology needs.
- In partnership with OPCA leadership and with support from internal operations team, contributes to the development, management, and evaluation of annual internal organizational goals to help OPCA continue to grow internal operations, systems capacity, and overall efficiency.
- Reviews, analyzes, develops, and implements OPCA Plans, Policies and Procedures, including everything from the Employee Handbook to Standard Operating Procedures covering accounting, compliance, IT, HR, finance, and general operations, seeking input from operations and program staff members as needed.
- Acts as OPCA's Corporate Compliance Officer. Maintains accurate and up to date business liability and workers compensation insurance, as well as monitors and responds to OPCA risk management and compliance needs.

- Ensures operational excellence by imbedding quality improvement infrastructure and methods in all operational and finance efforts. Partners with staff to emphasize operational effectiveness, efficiency, sustainability, customer service, and staff engagement.

3. Essential Strategic & Leadership Responsibilities (~30% of time)

- Applies OPCA's defined Equity Lens in all work.
- Supervises four to six staff, with an emphasis on supporting team collaboration and individual mentorship and success. Hires, coaches, and counsels direct employees based on established policies and procedures.
- Oversight of Finance, Human Resources, Information Technology and Operations contractors and consultants.
- Serves as a member of the OPCA Executive Team and an Executive Sponsor of select OPCA committees, as identified.
- Participates in Executive Team leadership development, strategic planning, and goal setting for OPCA and its subsidiaries.
- Participates in and presents at Board of Director and Board Committee meetings as appropriate, including staffing the Finance Committee of the Board.
- Develops annual initiative budget, manages resources for program area, and provides budgetary guidance for additional department initiative budgets.
- Travels to represent OPCA at relevant conferences and meetings in order to maintain knowledge of landscape, build partnerships and promote brand awareness.

4. Other Duties and Responsibilities (~10% of time)

- Conducts individual administrative duties (e.g., scheduling, time sheets, internal organization communications, etc.)
- Other operational duties as needed.

5. Knowledge, Skills, and Abilities

- Demonstrated proficiency, knowledge, and application of knowledge in non-profit financials and accounting.
- Demonstrated knowledge and application of knowledge in Human Resources including personnel management and relevant HR laws, regulations, and best practices.
- Experience and knowledge in change management (strategic planning, implementation, communication).
- Demonstrated competency in analyzing and interpreting organizational data to support accuracy, quality assurance, and improvement.
- Federal grant compliance and accounting experience
- Federally Qualified Health Center (FQHC) knowledge.
- Strong computer skills, including thorough knowledge of Word, Excel, Power Point, etc.
- Ability to lead and manage multiple complex projects simultaneously.
- Knowledge, skill, and ability to establish and maintain effective working relationships with a diverse variety of people, personalities, lived experiences and opinions.
- Excellent communication skills, both informal and formal communications, including listening, speaking, writing and facilitation of discussions where diverse opinions exist.
- Ability to think strategically and deliver technically.
- Ability to self-direct with a high degree of organization.

- Effectively represent OPCA in a wide variety of settings.

6. Minimum Qualifications and Experience

- Expert business knowledge with comprehensive understanding of the organization and functional area(s). Generally, requires a master's degree and/or 12+ years' experience; seven years management responsibility. Extensive knowledge of the field with advanced leadership skills.
- Fluency in written and spoken English required.
- Must be bondable.

7. Preferred Qualifications and Experience

- Experience with change management and operational innovation, implementation, and maintenance.
- Professional financial degree; CPA.
- Experience with MIP accounting software, and pivot tables in Excel.
- Professional HR degree, certification, or training.
- Understands or gains understanding of the public health approach to community health.

8. Specific Job Attributes

- **Job Complexity:** As an expert in the field, uses professional concepts in developing resolution to critical issues and broad design matters. Conducts highly complex and important work critical to the organization. Develops guidelines, processes, and procedures for multiple functional areas through directors/managers on their team. Responsible for resource allocation, including budget and personnel. Makes strategic decisions based on company goals and objectives.
- **Impact:** Responsible for work critical to the organization and its members. Failure to achieve goals will have critical impact on the success of the organization and possibly its members.
- **Degree of Work Direction & Project Management:** This level acts as the second-level executive to the top executive within a major functional area. Works largely without supervision. Exercises latitude in determining objectives and approaches to critical assignments. Makes decisions based on company and functional objectives and allocated resources.
- **Responsibilities as a Team Member:** Works closely with the Board of Directors and company leadership in the implementation and evaluation of organizational goals and strategic plans.
- **Internal & External Contacts & Communication:** Creates formal networks with key decision makers and will serve as external spokesperson for the organization and the Executive Director in their absence. Recognized as an influential leader.
- **Leadership & Supervision of Others:** Manages the work efforts of senior leaders and others. Responsible for hiring, firing, performance appraisals, and pay reviews. Makes decisions based on company and strategic objectives and allocated resources.
- **Innovation & Quality Improvement:** Leads improvement in functional area(s). Influences and aligns CHC leaders, partners, and other key stakeholders behind implementing innovative programs to improve health center and/or OPCA value. Builds partnerships to support innovation and improvement.

- **Responsibility for Administrative Work:** Responsible for project management of individual work, including monitoring and responding to deadlines, scheduling internal and external meetings, preparing agendas and tracking action items to advance projects, distributing relevant communications, and managing personal administrative needs, such as travel planning and expense reimbursement reports. May seek administrative support for team and program needs from program specialists and coordinators, based on needs and priorities of the organization and availability of team resources.
- **Budgetary & Fiscal Responsibility:** Responsible for developing and managing initiative budget. Responsible for following financial policies and procedures for any organizational expenditures, purchases or reimbursements. Participates in strategic needs assessment and planning for organization budget management and projection.

9. Travel Required

- In and out-of-state travel may be required for this position. If using a vehicle for work related travel, must possess valid Oregon driver license, provide proof of insurance and annual Motor Vehicle Record if using own vehicle, or be insurable if renting. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.

10. Work Environment

- OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.
- As a subject matter expert, employees are expected to partner as needed for communications & marketing needs to develop messages, objectives and/or communications tools to reach OPCA's members and other target audiences.
- Duties may be performed in both an office setting and out in Community Health Clinics.

11. Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, and be able to operate general office equipment. This individual is also required to stand, walk, and reach during events.

Statement of OPCA Practices: OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality. OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

General Statement: Oregon Primary Care Association (OPCA) is a private, 501(c)(3)-membership organization of Oregon's "safety-net" primary care providers. Our mission is to lead the transformation

of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers (CHCs) and Look-Alikes as well as Rural Health Clinics, Indian Health Centers, and community clinics with similar missions and governance.

REQUIRED SIGNATURES

I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee _____ Date _____

Supervisor _____ Date _____

****Job description changes must go through the HR Manager for review and the Finance & Operations Senior Director for approval.***