

**HANCOCK COUNTY SENIOR SERVICES, INC.
DIRECTOR OF OPERATIONS JOB DESCRIPTION**

PRIMARY FUNCTIONS:

- Under the supervision of the Executive Director, have general responsibility for the agency's daily operations.
- As the primary steward of the agency's finances, provide timely and accurate financial information and analysis to the Executive Director and bookkeeping contractor; ensure fiscal responsibility in operations through best practices in management accounting; and support the achievement of agency mission. Function as financial liaison with the Board Treasurer.
- Responsible for Communicating Human Resources Policies, as well as processing payroll.
- Responsible for onboarding employees and monitoring and facilitating compliance requirements and reporting for all employee groups and the organization.
- Directly supervise the Office Assistant. Assist them in identifying and setting professional and departmental goals. Funnel concerns and issues to the Executive Director as appropriate.
- Act on behalf of the Executive Director in her absence when appropriate.

QUALIFICATIONS:

Education: Minimum high school diploma with credits or experience in accounting or business management (degree preferred)

Experience: Broad and proficient experience of bookkeeping/accounting utilizing accounting software – QuickBooks preferred. Experience with not-for-profit or human / social services field ideal. Supervisory or human resources experience a plus

Personal: Organized; meticulous detail; demonstrated commitment and follow through; regular and predictable attendance

REPORTING & ORGANIZATIONAL RELATIONSHIP:

Responsibility: Reports directly to the Executive Director

Program organization: Meet regularly with Office Assistant for program progress assessments to ensure service delivery.

Staff coordination: Disseminate human resources information and payroll details to all staff

ESSENTIAL FUNCTIONS:

Office Operations

- Oversee Daily Operations
- Supervise Office Assistant
- Facilitate cross training across departments where appropriate.
- Oversee Purchases and Supplies and monitor budget limitations.
- Coordinate with outside contractors as necessary
- Track vehicle maintenance in coordination with transit operations. Maintain and facilitate incident/accident reports.
- Coordinate server back up drives and server back up regularly.

Financial Operations

- Daily Financial Operations
 - Maintain financial information
 - Check invoices prior to payment; maintain invoice files
 - Pay verified invoices, applying discounts when advantageous
 - Submit timely and accurate claims to CICOA, INDOT, Hancock County and IN Dept. of Revenue fuel tax refund
 - Process limited Medicaid reimbursement claims
 - Facilitate major purchases utilizing Procurement Policy guidelines
 - Research and correct account issues
 - Monitor accounts receivable, direct deposits and prepare invoices if appropriate
 - Prepare records and follow-up for incoming payments
 - Prepare bank deposits
 - Enter deposits into accounting software to ensure timeliness and accuracy
 - Ensure accuracy of deposits and reconcile in accounting software
 - Work with coordinators to ensure accurate recording of cash using checks & balances. Immediately report discrepancies to the Executive Director
 - Monitor accounts (CD's, checking, savings, endowment accounts, etc.)
 - Act as liaison with insurance company(ies), prepare insurance applications and submit and track insurance claims.
 - Prepare bank reconciliations for all accounts to present to the Executive Director and the Board of Directors
 - Work with Executive Director on an ongoing basis to ensure that cash management practices are consistent with Generally Accepted Accounting Principles (GAAP). Exercise vigilance for opportunities for improvement.
 - Liaison with Bookkeeping contractor and board treasurer
- Budget
 - Work with Executive Director to prepare annual budget
 - Monitor budget deviations and inform Executive Director
 - Monitor and track spending on grant budgets and report as necessary
- Reporting
 - Prepare or facilitate timely and accurate financial statements
 - Prepare or facilitate reports as required including monthly, quarterly, and annual reports. Stand in for board treasurer for board reports when necessary
 - Work with audit firm and bookkeeping contractor to complete year-end financial reports
 - Work with the ED to monitor donations and report board member donations

Human Resources

- Hiring/Onboarding
 - Assist the ED in preparation of job postings.
 - Participate in preliminary interviews as necessary.
 - Onboard new employees including processing background checks and other preemployment testing requirements.
 - Monitor employee important dates (probationary period, annual review dates, etc.) and work with ED to communicate with employees.
 - Respond to requests for employment and wage information.
- Payroll
 - Verify biweekly payroll for timely accurate records, correct deductions and provide information to payroll service, record general journal payroll & tax entries in accounting software.
 - Prepare mileage and incidental reimbursement checks.
 - Maintain accrual records and use of vacation / paid time off; track hours worked for part time staff. Track and recognize staff for years of service.

- Answer staff questions on payroll and benefits
- Register new employees; complete state and federal withholding paperwork as appropriate and ensure annual W2s are accurate and distributed.
- Maintain appropriate Human Resources personnel records and files.
- Back up for personnel issues in Executive Director's absence
- Policies
 - Monitor policies and advise ED of infractions and/or updates.
 - Liaison with HR service and board ad hoc committees regarding policies
- Compliance
 - Maintain records and facilitate adherence to employment and departmental (e.g. transit) compliance requirements (including but not limited to transit compliance to FTA requirements for drivers)
 - Act as back up Designated Employer Representative in random drug testing program
- Reporting
 - Generate or facilitate HR reports as required.

Other Responsibilities:

- Attend and participate as appropriate in staff meetings; facilitate as requested.
- Receive, review, understand, and agree to follow policies of HCSS as detailed in the HCSS Human Resources (HR) Policy Procedure Manual-Employee Handbook; provide clarifications to employees as requested; distribute board approved HR policy changes to employees.
- Work with ED and delegate to others as needed for building / facility maintenance and repairs of office, garage, land, and all property.
- Facilitate inventory of electronic hardware and keys.
- Post closures for inclement weather with area TV Stations.
- Perform other tasks as requested by the Executive Director

ESSENTIAL PHYSICAL / MENTAL / EMOTIONAL FUNCTIONS:

- Be able to speak clearly and distinctly.
- Have visual, hearing, and mental ability to initiate, comprehend and communicate both verbally and in writing.
- Have operational skills with computers, computer software and have ability to assist IT, telephone consultants and other contractors as required.
- Be able to access files and documents from file cabinet and computer.
- Be able to perform tasks that involve sitting, some physical activity such as light lifting, some bending, stooping, and standing.
- Be able to perform repetitive tasks such as keyboarding.
- Have organizational skills to meet deadlines as requested.
- Display calm behavior in stressful situations.
- Set a good example for other employees.