

TITLE: Finance Operations Specialist
REPORTS TO: Chief Financial Officer
FLSA CLASSIFICATION: Non-Exempt
DATE: November 2024
GRADE: 4
WORK LOCATION: Assigned Service Center, Hybrid Opportunity Available within North Carolina; occasional travel within council required

SUMMARY OF POSITION

The Finance Operations Specialist provides bookkeeping and finance related services for troop banking, product program, accounts receivable, and other financial recordkeeping as assigned by the CFO. Assorted administrative duties and record maintenance are required. The Finance Operations Specialist will work according to Generally Accepted Accounting Principles, collection practices, and will follow mandatory segregation of duties as determined by the CFO.

ACCOUNTABILITIES

- Provide troop banking support to troop leaders and engagement managers. Support includes, but is not limited to, assisting volunteers and staff with the setup of new troop accounts, ensuring that all required documentation is completed and properly saved, responding to inquiries and requests, working with banks for troubleshooting, initiating requests for payment to and from troop accounts, monitoring troop banking specialist compliance, and performing troop banks audits as needed.
- Manage and assist with product program and troop banking debt collections. Work closely with the Product Program team to track debt owed and funds collected. Establish and set up repayment plans as approved by management. Frequently communicate with the engagement team regarding the set up and payment history of troop debt.
- Work with outside parties such as collection agencies and civil authorities if collection efforts need to be escalated.
- Prepare and maintain monthly collection reports ensuring accurate reporting of amounts collected and outstanding.
- Record and track troop and council donations. Ensure donations are properly entered in the donor software. Provide donor acknowledgement letter support. Reconcile donor payments made through the payment portal to the actual donations entered in the donor software.
- Contact donors and individuals with repayment plans if the established payment method fails.
- Regularly review procedures to ensure they are aligned with established financial policies. Maintain up to date knowledge of acceptable industry policies and procedures and recommend changes as needed.
- Record all banking and investment interest and fees as well as recurring prepaid entries.
- Provide documentation support for department journal entries.
- Generate and distribute monthly financial reports as needed including but not limited to donation reports, grants tracking, and other ad hoc reports.
- Assist with special projects as assigned within the finance department or on cross-functional teams, including but not limited to grants management, G/L entry, and systems implementations.
- Provide seasonal assistance and support to product program efforts which may include transporting products and materials throughout the council and assisting with physical inventory as assigned.
- Participates in department and committee meetings as assigned.
- Provide superior customer service to staff, volunteers, families, and any person who may make inquiries about Girl Scouting.
- Maintain other systems for record retention as needed.
- Maintain the utmost confidentiality regarding any Council financial and other business matters.
- Assist the finance team with preparation for the annual audit.
- Other duties as assigned.

QUALIFICATIONS

Core Competencies

- Achieve Results
- Problem Solving
- Time Management
- Financial Acumen
- Must have the ability to work independently
- Relational Intelligence
- Judgement and Decision Making
- Customer Responsiveness
- Communication & Presentation Skills

Education, Experience, & Certifications

- Bachelor’s degree in business or a related field is preferred. An equivalent combination of education and related experience is required.
- Minimum of two years demonstrated successful bookkeeping and experience.
- Collections, donation tracking, and journal entry experience is a plus.

Skills & Competencies

- Commitment to providing top-notch customer service for all internal and external contacts with a desire to resolve customer inquiries on first contact.
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- Must have consistent drive, persistence, sense of urgency, flexibility, willingness to learn, and sales aptitude.
- Demonstrated ability and proficiency to perform accurate financial data entry, create reports, and analyze data.
- Ability to read and comprehend detailed instructions, correspondence, and memos. Ability to compose, edit, and interpret correspondence.
- Proficient in council systems including but not limited to Personify, Salesforce, POS systems; proficiency in Microsoft Office including Word, Excel, Outlook. Experienced user of financial accounting software package. Ability to learn and utilize new software.
- Must have consistent drive, persistence, sense of urgency, flexibility, and willingness to learn in order to reach council goals.
- Excellent time management and organizational skills with ability to carry out a variety of responsibilities with multiple priorities and deadlines with limited supervision.
- Ability to work calmly and efficiently in stressful situations.
- Excellent problem solving and trouble-shooting skills.
- Demonstrated ability to communicate effectively in person, by phone and in writing by email with vendors, customers, and colleagues.
- Demonstrated ability to work independently and as part of a team.
- Reliable and punctual attendance and willingness and ability to work regular hours, and overtime including evenings and weekends when required.

Additional Requirements

- Subscribe to the principles of the Girl Scout Movement and become and remain a registered member of GSUSA, Girl Scouts Carolinas Peaks to Piedmont.
- Successfully pass criminal and driver background investigation.
- Valid state-issued driver’s license, valid auto insurance, acceptable driving record and access to a vehicle on a daily basis and willingness and ability to travel throughout the council’s geographic area.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The employee is regularly required to sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; occasionally required to climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 35 pounds, with ability to lift and move up to 25 pounds up and down stairs. The employee

must have close visual acuity to perform activities such as viewing a computer terminal, preparing and analyzing data and figures, and extensive reading.

DISCLOSURE & ACKNOWLEDGEMENT

The statements above reflect the essential functions and qualifications for this job, but should not be considered an all-inclusive listing. Employees may be asked to perform other duties as needed to ensure the smooth functioning of Council operations. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Please be advised that this document should not be construed, in any manner, as a contract of employment. All employees of Girl Scouts Carolinas Peaks to Piedmont are employees “at-will”. By signing below, I acknowledge I have read, understand, and am able to successfully perform the responsibilities and requirements of this position as described.

Employee Signature

Date