

CHIEF FINANCE AND ADMINISTRATIVE OFFICER

DEPARTMENT: Administration

SUPERVISOR: CEO

Approved by: Chief Operating Officer

Date: January 2026

FLSA: Exempt

POSITION SUMMARY

The CFAO is responsible for the day-to-day operations of agency business and administrative functions. This position leads the strategic and operational management of the finance/accounting, human resources, business and data analysis, and business operations (IT, facility and plant management, and housekeeping) core business functions. Position assists and works with CEO to develop policies and ensure procedures are in place throughout the agency that support efficient work and communication flow, risk management/mitigation, operational effectiveness, and fiscal control; assists the President and the CEO in developing and recommending specific long and short range financial and operational plans and builds conditions and executes a strategy for growth and continued leadership across the agency. As a member of the Leadership Team the CFAO helps drive vision, values, and culture across the agency.

QUALIFICATIONS

Education, Experience, Training:

Master's or Bachelor's degree in business administration, accounting, public administration or a human services field and a strong track record of progressive and effective leadership with a minimum of 5 years in nonprofit agency administration. Proven expertise in at least two of the following areas: finance, financial forecasting, strategic planning, human resources, operations, or business data analysis.

Knowledge, Skills, Ability:

- Strong leadership and management skills, with the ability to inspire and guide a diverse team.
- A strategic thinker with the ability to translate vision into action.
- Exceptional analytical, decision-making, and problem-solving abilities, with a keen eye for detail.
- Excellent interpersonal and communication skills, capable of building strong and trusting relationships with staff, the Board, and external stakeholders.
- Strong organizational skills with ability to effectively prioritize, navigate, and execute on multiple deliverables.
- High level of integrity, ethical conduct, and commitment to the organization's mission and values.

Physical Requirements:

Sedentary work with some driving. Repetitive motion, close visual acuity, talking, listening, making presentations. Not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS

65% Provides strategic leadership to core business functions.

- 20% Analyze financial statements and operational data to identify trends, risks, and opportunities. Develop financial models and forecasts to support strategic planning and long-term sustainability. Oversee the finance team's operations, ensuring accurate financial reporting, robust internal controls and adherence to legal and regulatory standards. Work with the Director of Finance, department leaders, CEO to prepare budgets, monitor performance against them, and present financial reports to CEO, President, and Board of Directors, as needed.
- 20% Support the HR Director in developing and implementing personnel strategies that align with the organization's mission and values. Provide strategic guidance and partnership on critical HR functions, including recruitment, performance management, employee relations, and professional development. Develop, monitor, and report on key HR business metrics.
- 15% Provide strategic leadership to the organization's efforts to collect, analyze, and use data to inform decision-making. Work with Business and Data Analyst (and across departments) to develop, review, and interpret dashboards and reports that provide insight into various aspects of organization such as financial performance, program effectiveness, and operational efficiency. Support and lead efforts to use data to identify areas for improvement and support evidence and data-based strategic planning.
- 10% Provide strategic leadership to the Business Operations Officer and the operations and

technology team to ensure secure, efficient, and future ready physical and digital infrastructure. Guide short- and long-term planning and troubleshooting of infrastructure needs, driving clear, proactive communication with staff and external partners on facility and equipment transitions, challenges, and improvements.

30% Develops, executes, and oversees a variety of administrative and operational strategies for the agency; leads internal, cross departmental tasks and activities including but not limited to compiling news and notes, board reports, coordination and leadership of staff committees and internal staff meetings, maintenance of staff communication platforms, implementation, review and analysis of staff surveys and feedback, internal audits, etc.; works with CEO and Leadership Team to set, implement, and support strategic vision, goals, and objectives; develops policies and ensures procedures are in place for efficient work and communication flow, risk management/mitigation, operational efficiency, and fiscal control throughout the agency; assists CEO in developing and recommending specific long-and short-range financial and operational plans;

5% Works with board committees as appropriate. Represents and promotes agency through presentations, networking, and community leadership as appropriate/needed. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervises agency finance, data/analytics, Human Resources, and business operations functions; interviews and hires new personnel as needed; partners with functional leaders on interviewing and hiring as needed; supports staff development through goal-setting, coaching, and problem-solving; evaluates and provides feedback to direct reports and supports corrective actions and terminations as necessary through appropriate leadership channels.

AUTHORITY/ACCOUNTABILITY

The CFAO provides direct oversight for the Finance, Human Resources, Data/Analytics, and Business Operations functions. The role ensures alignment across functions, and promotes operational excellence, financial sustainability, and the effective use of data to drive organizational outcomes. The CFAO prepares Board reports and provides regular updates to the CEO, ensuring accurate, timely, and coordinated information across the organization. In the absence of the CEO, the CFAO acts with delegated authority to ensure continuity of operations and organizational decision-making consistent with established policies and strategic direction.

PROBLEM SOLVING

Resolves issues regarding compliance and regulations, funding and staffing. Maintains positive and productive relationships with staff, Board, and community organizations.