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| Job Title: | **Financial Management Services Manager** |
| Department: | **Community Services** |
| Reports to: | **Community Services Director** |
| Grade: | **L** |
| Supervises: | **Financial Management Services Program, Tax Prep Program, Emergency Utilities Program, NeighborWorks Affiliation, Michigan Enrolls** |
| FLSA Status: | **Exempt** |
| Prepared by: | **Kristin Brady** |
| Date: | **February 3, 2021** |
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| Purpose:  To strengthen communities and empower NMCAA clients by overseeing the successful development and implementation of the Community Services Financial Management Services (FMS) and Homeownership Programs, Tax Preparation, Emergency Utilities Program and NeighborWorks Affiliation. | |
| Essential Functions:   * Develop, coordinate, and maintain FMS programming outreach and services including:   + Housing counseling including National Mortgage Settlement Foreclosure Programming   + Case management budget counseling   + Individual Development Account (IDA) program   + Family Self-sufficiency Program   + Manage NMCAA NeighborWorks Affiliation, including Community Impact Measurement project, and act as representative of Executive Director at NW Executive Director Symposiums and other functions as needed.   + Department of Treasury Bankruptcy and Debtor Education   + Community Services Emergency Utilities Programs   + Annual NMCAA Tax Preparation Program and VITA designation   + Michigan Enrolls   + Seasonal Utility Assistance Program   + Community Services Department donations coordination in partnership with NMCAA Director of Advancement * Update and modify programs, as necessary. * Hire, train, supervise, monitor, review and evaluate FMS staff. * Lead Marketing of FMS Programming with delegating authority including FMS website pages. * Actively research additional funding, as necessary for FMS program opportunities and support to enhance overall operations of CS programming. * Develop and maintain billing systems for all FMS program payments. * Reconcile financial statements. * Oversee all database programming for FMS including: Outcome Tracker, Home Counselor On-line, MATT system, StepForward Portal, HopeLoan Portal, etc. * Develop, implement, and modify as needed all NMCAA IDA program site and regional coordinating activities in accordance with agency plans and funding-source requirements. * Work closely with the CS department director and other CS department management in maintaining a strong team and meeting program as well as overall department goals and objectives. * Assist in the development of the CSBG work plan goals, objectives, strategies and outcomes, as well as in its monitoring and reporting. * Report to NMCAA Board of Directors as requested by the Executive Director. * Oversee the maintenance, recruitment and training of Internship and Volunteers for triage and FMS programming. * Maintain professional/community linkages on multiple levels to advance and collaborate on local relevant FMS issues. These include: Poverty Reduction Initiative (PRI) Steering Committee, Saturday Special Committee, Neighborhood Meetings, Northwest Michigan Tax Coalition, etc.   **General/Ongoing Duties:**   * Work closely with agency key staff in developing and keeping relevant department programmatic activities, goals and objectives of NMCAA. * Work closely with agency key staff to promote and continue overall agency cohesiveness and philosophy, and coordination of programming and flow of information through participation on NMCAA committees including Public Relations, Management, Grant Writing and Development. * Assist in ongoing planning and assessment, in program recommendations, in development and implementation of programming, goals and budgets, and in program evaluation using established Results Oriented Management and Accountability (ROMA), logic models, and Strategic Planning methods/activities. * Perform other duties as may be required and/or assigned by the CS department director. | |
| Position Objectives:   * To ensure the compliance with all state and federal programmatic requirements. * To manage all aspects of the Financial Management Services Department. * To mentor, train, and support staff. * To represent NMCAA in a professional, supportive, and knowledgeable manner. | |
| **Measured by:**   * Annual performance reviews * Annual ROMA reports * Ongoing assessment | |
| **Minimum Education:**   * BA/BS in relevant field or equivalent experience. | |
| **Minimum Experience:**   * Five years’ previous experience. | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Strong communication skills including, listening, verbal, and written communications. * Strong organizational and management skills. * Leadership skills to develop and mentor staff. * Excellent rapport building skills to establish or maintain community partnerships with other organizations. | |
| **Minimum Physical Expectations:**   * Physical activity that always requires keyboarding, sitting, phone work and filing. * Physical activity that always requires extensive time working on a computer. * Physical activity that often requires travel by car and/or air. * Physical activity that often requires lifting under 25 lbs. * Physical activity that sometimes requires bending, stooping, reaching, climbing, kneeling, and/or twisting to access files and records. * Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs. | |
| **Minimum Environmental Expectations:**  The Financial Management Services Manager operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. | |