



Position Title: Controller
Reports to: Chief Executive Officer (CEO)
FLSA Category: Exempt

Overview of Organization & Position

Triangle Family Services (TFS) is a dynamic nonprofit human services agency with an 86-year history of serving families in crisis in Wake County and surrounding communities. Our lifechanging programmatic work includes trauma-focused mental health services, domestic violence interventions, supervised visitation, housing stabilization services, homeless engagement, and financial counseling.

(www.tfsnc.org) In accordance with recent growth, TFS has a unique opportunity to expand our senior leadership team; we are seeking a Controller to provide strategic leadership and operational guidance for the administrative functions and supportive infrastructure of our agency.

Position Summary

Partnering and collaborating with the organization's Chief Executive Officer, the Controller will plan, lead and, oversee all of the organization's finances to determine short and long-term strategies. Areas of responsibility to include: Finance, Information and Technology and Facilities and Security, all in alignment with the organization's strategic plan.

The Controller will:

- Acts as a strategic partner on the leadership team and works closely with the team to ensure they are meeting performance and operational expectations for the organization.
- Motivates, leads, coaches, develops high-performance teams to ensure they are delivering against key business metrics and expectations.
- Looks for methods to improve quality, efficiency, and productivity, reduce costs, increase profits, and improve control measures.
- Works collaboratively to develop and/or improve systems, processes, controls, and procedures that improve the overall efficiency of the organization and ensure excellent client service.
- Provides timely, accurate and complete reports on the operating and financial transparency of the organization.
- Demonstrates a willingness to take on new tasks and initiatives.
- Work autonomously while ensuring CEO expectations are readily met and exceeded.
- Fosters a positive work culture by living the values, creating a supportive and success-oriented, accountable environment within the organization.
- Represents the organization with clients, stakeholders, and business and community partners.
- Supervise and mentor functional directors and managers in all areas of responsibility.
- In collaboration with the CEO, coordinate and lead the development of the annual operational plan and budget.
- Provide timely and accurate financial analysis, to include projections and forecasting.
- Responsible for providing accurate and transparent, monthly financial documents that clearly reflect the organization's position.
- Manage vendor processes and relationships to support cost-effective business operations.
- Coordinate the work of the following board and staff committees: Finance, Risk Management, and Facilities.
- Support the development and maintenance of internal systems that allow for efficient and accurate transactions and data collection.



- Establish a vibrant and caring culture that supports a commitment to continuous quality improvement throughout the agency.
- Manage the agency's accreditation process and status, to include compliance requirements in functional areas.

Finance and Accounting

- Partner in leading an organizational transition as a leader, a change agent, and an active motivator.
- Maintain executive responsibility for financial operations including working capital, capital expenditures, revenue, expenses, taxes, budget and general accounting.
- Manage processes for financial forecasting, budgets and consolidations, planning and analysis.
- Manage and accurately track the organization's government contracts, grants and foundation funding.
- Develop and direct financial plans to deliver the organization's strategic business plan, organizational growth and market opportunities and direction.
- In collaboration with the CEO and CBDO define the financial strategy and provide useful financial insights to help make the best decisions about executing our business strategy
- Establish and maintain stable cash flow management policies and procedures and ensure cash resources are available for daily operations.
- Set up and/or oversee all financial and operational controls and metrics within the organization.
- Ensure the timely completion of month-end close: P&L, KPI, Balance sheets, cash flows, balanced scorecards, etc.
- Analyze current and future business operations and plans to determine financial effectiveness.
- Manage investor, shareholders and outside lending/equity relationships.
- Work with organization's CPA and Risk Committee to ensure preparation and filing of financial reports to ensure compliance with the IRS and other taxing entity requirements.
- Build, lead and direct the finance/accounting team.

Experience, Skills, and Education

- Passion for Triangle Family Service's mission of strengthening families and the community.
- A bachelor's degree is required, MBA, CPA, or other relevant degree preferred.
- An accounting or financial management background and experience is required.
- Demonstrated experience managing areas of responsibility is preferred.
- This role requires proficiency in navigating variety and complexity in scope, as well as the ability to engage effectively with internal and external stakeholders.
- Success will require a systematic/procedural mindset coupled with entrepreneurial thinking and the ability to adapt quickly to shifting priorities and circumstances.

Values:

- Integrity: We act in a manner consistent with our words and beliefs
- Honesty: We deal with each other in a straightforward manner
- Respect: We treat others with care and consideration
- Courage: We pursue our beliefs with strength and perseverance
- Diversity: We seek; value; and respect differences among our team
Mates
- Balance: We strive for stability and vitality in our lives

Working Hours/Conditions



Full-time 40 hours per week Monday through Friday. Must be able to sit or stand for varied periods of time throughout the workday. Some travel for off-site meetings, events or tasks may be required. Work schedule may involve occasional evening and weekend hours.

This position will function in a fast-paced environment that requires both independence and collaboration; TFS identifies teamwork as one of our core workplace values. Most TFS employees wear multiple hats and regularly encounter opportunities to expand their skills, knowledge, and reach. We take our commitment to our clients and our donors very seriously: we work hard. We also, however, find joy, hope and fun in our daily work activities and collegial interactions.

TFS provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

TFS requires all employees to be fully vaccinated against COVID-19, where allowed by state or local law unless approved accommodation is applicable.

Please submit a cover letter, resume, and required salary range to resume@tfsnc.org with the position title (Controller) in the subject line.