



Courtyard Finance Manager

A Meaningful Mission

Wellness House is a nonprofit based in Hinsdale that envisions a community where all people affected by cancer thrive. Offered at no cost, and as a complement to medical treatment, our programs educate, support, and empower participants in order to help them improve their physical and emotional well-being.

Join our Team!

In 1991, a group of close friends whose lives had been affected by cancer collaborated with Wellness House to found The Courtyard, a consignment shop owned by Wellness House. The dedicated volunteers combined their love of interior design with a desire to help others to create an environment that relies solely on high-quality donations and consignments.

At The Courtyard, we are always looking for friendly, adaptable, and dedicated team members. The Courtyard's merchandise is always changing and unique. With a career at The Courtyard, your work will directly support Wellness House.

Summary of Position:

Department:	Finance and Operations
Supervised by:	Wellness House Director of Finance and Operations
Supervises:	Courtyard Managers/Volunteers
Status:	Part-time, hourly, non-exempt
Schedule:	10-12 hours per week
Location:	Primarily on-site at The Courtyard located in Hinsdale

The Courtyard Finance Manager is responsible for the financial reporting, operating effectiveness and the Courtyard Advisory Board.

RESPONSIBILITIES:

Strategic/Financial Operations (20%)

- Develop and monitor the Courtyard budget in collaboration with WH DOF
- Manage monthly financial reporting processes including cash receipts journal and Advisory Board reporting. Oversee tax deduct letters.
- Follow up on payments to consignors as necessary.
- Manage Courtyard expenditures

- Monitor and report on all trends pertinent to profitability
- Manage facility and interface with the landlord

Leadership (10%)

- Develop and monitor Courtyard goals as part of the annual work plan in collaboration with Courtyard General Manager and Wellness House Director of Finance and Operations; understand consignment and retail trends; monitor key performance indicators related to the Courtyard
- In collaboration with Courtyard General Manager, lead the Courtyard Advisory Board and/or Committee(s) to assess and make recommendations on improving processes
- Participate in strategic planning for the Shop in alignment with WH
- With other Managers, provide input on policies and procedures and implement ongoing process improvements
- Prepare financial reports and distribute to key Courtyard leadership

Point-of-Sale Software and Database Management (30%)

- Implement and manage new store database system.
- Serve as main resource for training and supporting staff and volunteers to learn the new database and business processes.
- Serve as point of contact with consignment database vendor.

Volunteer Management (20%)

- As needed, in collaboration with Courtyard General Manager:
 - coordinate schedules of 40+ volunteers ensuring adequate coverage of shifts.
 - lead all volunteer staff in the delivery of high-quality customer service.
 - onboard and train of new volunteers.
 - maintain manuals for key operational volunteers and independent contractors.
 - maintain volunteer software to ensure all volunteer hours are recorded.

Retail Operations (10%)

- Ensure the delivery of high-quality customer service in collaboration with Courtyard General Manager.
- Assist Managers as needed in daily operation including sales, volunteer staffing, opening and closing, balancing sales records, cash, problem solving and all other business operations.

Other (10%)

- Protect organization's value by keeping information confidential.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Perform general tasks and other duties as assigned.

Attendance at Meetings Required:

- Courtyard Advisory Board meetings

Attendance at Events Required:

- Annual Walk for Wellness House
- Courtyard Special Events

Performance Measures:

To be filled in each year during annual evaluation by employee and supervisor

QUALIFICATIONS:

- Education: Bachelor's degree is generally required or an equivalent combination of relevant education and/or experience.
- Job Experience: Minimum of five years of professional experience in finance and operations. Minimum of one year of retail management with direct reports. Volunteer management experience preferred. Experience with consignment software highly desirable.
- Knowledge, Skills, Abilities and Other Competencies:
 - Advanced knowledge of financial and business acumen and change management.
 - Demonstrate sound judgement and decision making; highly ethical.
 - Working knowledge of the primary aspects/objectives of the position such as retail and volunteer management.
 - Knowledge of furniture and home furnishings secondary market preferred, specifically related to regional geographic area.
 - Knowledge and aptitude working with Microsoft Office.
 - Demonstrated analytical, creative, and motivational skills in previous work and/or volunteer settings.
 - Ability to work within a team.
 - Solid organization and planning skills.
 - Ability to communicate effectively both verbally and written
 - Ability to collaborate with peers and provide constructive feedback to others.
 - Results-oriented; innovative thinker; shows initiative.
 - Ability to handle multiple priorities and solve complex problems.
 - Commitment to the mission of Wellness House.