



Director of Finance and Business Operations

Reports to: Executive Director

FLSA Status: Full time, Exempt employee

Date Written/Revised: March 2025

ORGANIZATION

Planet Word (www.planetwordmuseum.org) is a museum in Washington, D.C. Built on an idea rather than a collection of objects, it's an interactive museum that brings language to life with unique, immersive experiences for people of all ages. Nothing like it exists anywhere else in the world. Established by philanthropist and educator Ann Friedman, the museum resides in the Franklin School, a restored and rehabilitated National Historic Landmark at the corner of 13th and K Streets, NW, in the heart of downtown. The building has undergone an extensive interior restoration, and the museum has installed architecturally significant large-scale, high-tech, and media-intensive exhibits and installations. The museum opened to visitors in October 2020 and operates a growing and robust portfolio of onsite and online public and education programming.

At Planet Word, we strive to provide a forum for civil discourse and to be a place where community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions. We encourage and welcome applicants who will work to further this commitment and add to the diversity of our organization on multiple dimensions.

POSITION

Planet Word's Director of Finance and Business Operations is responsible for managing the financial and business operations of the museum, including a \$6M annual operating budget. This position will develop and implement best practices and ensure that systems and procedures are in place to support effective business operations and strategic goals. The Director will work closely and collaboratively with the Finance, Audit, and Investment Committees of the Board of Directors, department directors, auditors, contracted financial service providers, and consultants to ensure that all financial, accounting, and business operations matters are managed with transparency, quality, and compliance. Reporting to the Executive Director, the Director of Finance and Business Operations supervises the Business Operations Manager.

The Director of Finance and Business Operations provides oversight of all finances (including payroll), budgeting, audit, tax and regulatory compliance, risk management, business systems and functions, and plays a crucial role in tracking, monitoring, and reporting the Museum's overall financial health to the Founder and CEO, executive leadership, and the Board of Directors. This position is an important member of the museum's leadership team and must embrace this broad portfolio and have expertise and leadership skills to successfully manage the multifaceted nature of the museum's financial and business operations.

SUMMARY OF RESPONSIBILITIES

FINANCE

Financial and Accounting Oversight: Lead the management of Planet Word's banking and checking accounts with a proactive approach. Provide thorough management and oversight of accounting functions, including contributed and earned revenue, expenses, and investments. Supervise and manage all financial processes and transactions, including accounts payable and receivable. Manage the process of reconciling bank statements with third-party payment platforms (ticketing and group sales, event rentals, donations, gift shop sales, etc.). Collaborate with contracted financial management service providers to prepare monthly financial statements, review account reconciliations, credit card accounts, processing fees, gifts, transactions, and miscellaneous items. This oversight ensures financial integrity and accuracy across all financial transactions and reporting processes, contributing to the organization's overall fiscal stability and success.

Cash Flow, Financial Analysis, and Data Digitization: Assume a lead role in managing the museum's cash flow, conducting in-depth financial analysis, and improving the data entry digitization processes. This entails producing regular cash flow reports, performing monthly analyses of balance sheets and income accounts to ensure financial accuracy, and streamlining data entry. This multifaceted approach enhances financial efficiency by improving data management techniques and ensuring robust and thorough financial oversight.

Payroll Administration Management: Oversee the payroll administration process, including Automatic Data Processing (ADP) management and 403(b) contributions. Collaborate closely with contracted human resource management support to ensure accurate and timely employee compensation, accurate paid vacation, personal and sick leave balances, and other payroll-related adjustments. Implement efficient payroll processes and liaise with payroll vendors to validate payroll operations.

Financial Policy Leadership: Manage, maintain, and implement internal financial policies, procedures, and accounting controls, including continual process improvement, routinely evaluating and adapting to meet evolving standards, compliance requirements, and the needs of the organization.

Budgeting, Planning, Monitoring, and Reporting: Collaborate closely with the Executive Director to lead, manage, and administer the annual budgeting and planning process, assuming responsibility for the development and validation of all financial plans and budgets. Develop and support a definitive approach for financial performance assessment by regularly monitoring and reporting on progress, changes, and key indicators, providing and documenting insights to support and inform strategic decisions for Planet Word to optimize fiscal outcomes.

Financial Reporting and Asset Management: Work with the external contract accountants to prepare monthly financial reports promptly, generating projections and variance reports for benchmark analysis, grant applications, CEO and Board reports, and other ad-hoc reports. Collaborate and coordinate actions and processes with the Executive Director to monitor cash, line of credit, investments, endowment, and interest activity.

Audit Leadership and Compliance Oversight: Lead, manage, and take ownership of the audit process as the primary point of contact for independent auditors during the annual organization-wide financial audit, ensuring a seamless, accurate, and thorough audit process experience. Collaborate closely with key staff and the external contract accountants to proactively prepare supporting schedules, guide the audit process, and provide requested backup documentation for the annual Form 990.

BUSINESS OPERATIONS:

Business Systems and Operations: Support efficient, cost-effective, and integrated technology-based business solutions by proactively working with the Director of Museum Technology to maintain, update, and continuously evaluate automated financial management platforms and point-of-sale systems. Ensure that proper safeguards and compliance protocols are in place.

Tax and Regulatory Compliance: Ensuring strict adherence to all regulatory requirements and deadlines, lead and manage tax and business compliance efforts, including monthly reconciliation and quarterly filing of sales tax returns; preparation and filing of the 990/1099/1042-S forms; licensing and reporting for charitable donations, tax exemption status, trade names, business operations, and other federal and local compliance.

Risk Management: Serve as the museum's risk manager. Working with the museum's insurance broker, advise and lead on risk management and mitigation, including general liability, cyber security, and other insurance coverage analysis, renewals, and claims.

(To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations or modifications to these duties and qualifications may be made to enable individuals with disabilities to perform the essential functions of this role however, these duties and qualifications will not be removed entirely.)

QUALIFICATIONS AND SKILLS

- A bachelor's or master's degree in accounting, business administration, finance, economics, or a related field or an equivalent combination of professional training and experience.
- 8-10 years of experience as an accounting manager, controller, or finance director with demonstrated skill and experience in fund accounting and non-profit financial management. CPA is a plus but not required.
- Progressive, relevant experience in financial management, non-profit management, budgeting, forecasting, strategic planning, regulatory compliance and reporting, and risk management.
- Considerable experience with QuickBooks; Microsoft applications, including Excel; and automated cloud-based payment and financial management systems (e.g. Acme, Tipalti, Lightspeed, TipTap, etc.).
- Strong time management and organizational skills
- Excellent oral and written communication skills

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, use hands and arms to operate keyboard, mouse, and phone. The employee needs to regularly use senses of sight and hearing. The employee is frequently required to reach with hands and arms and is occasionally required to stand; walk stoop or kneel. The employee is occasionally required to lift up to 30 pounds.

SALARY AND BENEFITS

\$125,000 - \$145,000 annually

Planet Word offers a generous benefits package including:

Employee: 100% medical, dental, vision, life, STD/LTD/AD&D coverage plus 50% dependent share and 403(b) retirement plan

PTO: Vacation, holidays, sick, personal days

TO APPLY

Please send your resume, a cover letter that speaks to your interest in Planet Word and your fit for this position, and salary requirements to:

Careers@PlanetWordMuseum.org

Subject: Director of Finance and Business Operations

Planet Word's policy is to provide equal opportunity employment (EOE) to all persons. Planet Word recruits, trains, compensates, and promotes regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status. Planet Word's commitment to promoting diversity, multiculturalism, and inclusion is clearly reflected in the stories we tell. At Planet Word, we strive to provide a forum for civil discourse and to be a place where community, in all its vibrant diversity, can gather to share the words that bridge differences and forge solutions.