

Position Specification

Marketing Industry

Senior Director – Finance Shared Services

The Company

Our client provides integrated services for experiential marketing through insights, research, and industry trends.

The Position

Location

Southwest United States

Reporting Relationship

The Senior Director – Finance Shared Services reports to the SVP & Controller. Reporting to the Senior Director – Finance Shared Services will be a team of 30. This role will also be called upon to interact with company ownership, executive leadership and the other functional areas of the company. Additionally, the Senior Director – Finance Shared Services will represent the company to outside service providers, customers and other interested parties.

Position Overview

Senior Director – Finance Shared Services position will be responsible for providing leadership and management of Accounting & Finance shared services functions including Accounts Payable, Accounts Receivable and Billing. This role is also responsible for elevating the finance shared services function, developing, building and driving the future-state finance shared services model. This role leads through influence and collaborates with partners across the company to deliver a leading-class customer experience in an efficient, cost-effective manner.

Position Responsibilities

- Establish the overall finance shared services strategy & execution; partner with Assistant Controller and senior financial management to expand finance shared services capabilities.
- Actively manage the “day to day” A/R, A/P and Billing functions.
- Initially focus on managing and centralizing certain shared services functionality and shared services team; this includes assessment and coaching of current shared service team members.
- Work collaboratively across the organization, developing and standardizing policies and processes.
- Provide vision, leadership, planning, project coordination and management for the design and development of Procure to Pay and Order to Cash business cycles.
- Establish and maintain Key Performance Indicators, analysis and related reporting.
- Identify innovative approaches to ensure stakeholders’ satisfaction, identify and utilize key measures of success for the shared services functions; ensure continuity and successful delivery against these metrics.



- Foster a culture of continuous improvement of services (e.g. common optimized processes), seeking proactive approaches to solve business needs/problems while also enhancing the understanding and acceptance of the shared services supportive capabilities.
- Develop team members' skills and identify opportunities for growth and improvement.
- Manage a group of direct reports including hiring, training, performing disciplinary action, record keeping, and other supervisory duties as outlined in the essential duties and responsibilities.
- Advance options to leverage outsourcing and process automation to drive effective service delivery.
- Create annual and long-range operating budget and ensuring proper staffing to meet requirements.
- Perform other duties as assigned.

Travel

Minimal business travel may be required.

The Candidate

Education

Bachelor's degree in business, accounting, finance, or a related field is required. An MBA would be preferred.

Professional Experience

- Recent background in process management is required.
- Seven (7) or more of progressively increasing roles and responsibilities in finance shared services.

Fundamental Principles

- **Adaptability** – Effectively adapts to changing work environments. Remains flexible in spite of adversity. Embraces change from current environment to desired future state. Adapts effectively to changing technology and changing job demands.
- **Resourcefulness** – Takes steps to improve processes, correct errors, and expand overall products or services in order to meet the customer's changing needs. Strives for continuous improvement and ultimately perfection by identifying opportunities and assessing risks. Supports an environment that is conducive to change and fosters a free exchange of ideas to improve processes.
- **Customer Focus** – Provides excellent customer service to clients, vendors, and/or fellow employees. Responds promptly, professionally, effectively, and efficiently to internal and external customer needs. Manages difficult or emotional situations. Recognizes sense of urgency in responding to needs. Follows up to ensure requests, needs, and commitments are met consistently. Displays an attitude of friendliness and service towards our customers and a willingness to make the extra effort to satisfy their needs.
- **Dependability** – Meets deadlines and commitments to ensure the job gets done. Consistently completes assignments in an accurate and timely fashion. Commits to long hours of work when necessary to reach goals. Demonstrates ability to work independently. Meets deadlines and performs at expected level in typical circumstances as well as unexpected circumstances.





- **Ethics** – Exemplifies and integrates the company's code of ethics into all aspects of management. Supports and upholds the organization's standards and values. Demonstrates honesty, reliability, and professionalism. Maintains the highest ethical standards in Company policy and employee conduct. Discourages violation of ethical conduct. Ensures sensitive information remains confidential.

Key Leadership Attributes

- **Business Acumen** – Understands industry and overall business operations. Understands the business implications of decisions. Aligns team's work to support strategic goals and initiatives. Sets goals and manages priorities and expectations.
- **Communications** – Expresses thoughts clearly, accurately, and precisely both verbally and in writing. Demonstrates good listening skills. Reacts appropriately while listening and understanding the views of others. Encourages open communication. Negotiates effectively with difficult people. Demonstrates a willingness to change approach based on feedback. Helps others see a different point of view.
- **Decision-Making** – Makes sound and practical decisions by considering the relative costs and benefits of potential actions and all related requirements. Works effectively when dealing with unclear situations.
- **Diversity** – Commits to building an inclusive workforce of unique employees that are empowered to make valuable contributions while reaching their fullest potential. Creates and maintains a professional and successful environment where differences are respected, and the skills and abilities of diverse individuals are valued.
- **Drive to Perform** – Identifies and accomplishes challenging objectives or personal goals. Works effectively with others to achieve goals. Looks for and takes advantage of opportunities. Maintains a high level of interest, enthusiasm and personal performance. Helps others achieve their personal performance standards. Accurately assesses and communicates performance strengths and weaknesses. Has demonstrated a self-starter and self-motivated work attitude. Seeks additional work when available.
- **Financial Acumen** – Identifies and implements appropriate cost control measures. Proactively manages and maintains an acceptable P&L for the function, department, or branch. Develops realistic and accurate financial projections. Operates within approved capital expenditures budget. Analyzes financial reporting to ensure budgetary success of function, department, or branch. Maintain an understanding of appropriate financial systems and processes. Chooses the right mathematical methods or formulas to solve a problem. Creates and interprets graphs, tables, and formulas.
- **Innovation** – Meets challenges with resourcefulness. Presents ideas and information in a manner that gets other's attention. Champions quality work and takes steps to correct errors or improve overall products/services. Drives continuous improvement by identifying opportunities and assessing risks. Supports an environment that is conducive to change and fosters the free exchange of ideas.
- **Leadership** – Uses appropriate interpersonal styles and methods to guide individuals or groups toward achieving results. Inspires commitment to the company, their services, and future success. Seeks opportunities to share resources and reduce redundancies across team. Ensures team is adequately trained and has on-going developmental opportunities. Serves as a role model for employees. Empowers employees to make work related decisions. Motivates employees to achieve their work goals.





- **Planning and Implementing** – Plans and implements work according to appropriate timelines. Juggles priorities and manages multiple priorities within allotted timelines by prioritizing work appropriately. Adjusts actions, schedules, or timelines in relation to internal or external pressures and forces. Meets personal deadlines and follows up with others to ensure their deadlines are met satisfactorily. Understands and considers big picture issues when developing timelines.
- **Relationship Building/Teamwork** – Facilitates a positive and productive team-oriented environment. Encourages open communication/feedback within the team. Minimizes conflict and builds collaboration to maintain productive team. Treats people with honesty and respect. Maintains positive relations with employees at all levels.

Core Competencies

- **Critical Thinking/Decision-Making** – Uses logic and reasoning to analyze and resolve problems. Takes appropriate and timely action to achieve desired business results within assigned scope. Considers alternatives before making decisions. Generates creative solutions to problems. Makes sound and practical decisions by considering the relative costs and benefits of potential actions and all related requirements. Works effectively when dealing with unclear situations.
- **Job Knowledge** – Uses in depth knowledge of concepts, principles, and procedures and applies them to varied and complex situations within assigned scope. Uses available resources to meet job demands.
- **Management Skills** – Motivates, mentors, and develops a diverse workforce and provides an environment that is conducive to achievement and growth. Makes difficult and occasionally unpopular decisions after considering impact. Manages time to ensure productivity.
- **Persuasiveness/Negotiating** – Promotes decision making within team and empowers team to remedy issues as they occur.
- **Presentation Skills/Communications** – Creates and/or presents training materials to their teams as required. Expresses thoughts clearly, accurately, and precisely both verbally and in writing. Demonstrates effective listening skills. Reacts appropriately while listening and understanding the views of others. Encourages open communication. Demonstrates a willingness to change approach based on feedback.
- **Technology Usage** – Intermediate-to-expert level Microsoft Office application skills (e.g. Excel, Word, PowerPoint, Access).

Personal Characteristics

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or ability required.

- Proven ability to lead a team as well as influence and inspire action including those teams that do not report into this role.
- Excellent analytical, conceptual thinking and interpersonal skills are required; able to maintain effective working relationships throughout the organization including the executive level.
- Must have strong communication skills (e.g. written and verbal) with the ability to effectively communicate to all levels within the organization.
- Meticulous attention to detail with superior organizational skills is required.





- Excellent customer service skills.
- Able to thrive in an often fast paced and deadline-oriented business as well as manage stress and work well under pressure while meeting deadlines within prescribed timeframes.
- Able to work within a team environment and contribute towards team objectives.
- Must be able to develop and refine processes and procedures; a willingness to question status quo that results in improvement.

To learn more about this opportunity or provide a confidential referral, please contact:

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