JOB DESCRIPTION

Position Title: Business Operations Manager
Date Modified: November 2026
FLSA Classification: Exempt, Non-Instructional Staff
Reports To: Assistant Head of School for Finance & Operations

Mission

The Howard School celebrates each student, transforming the learning experience and developing lifelong strengths.

School Profile

The Howard School educates students with language-based learning differences through instruction designed to complement and address each student's individual needs and to help each student understand and advocate for his/her own learning process. The curriculum focuses on depth of understanding to make learning meaningful and therefore, maximize educational success.

Position Purpose:

The Business Operations Manager is responsible for the effective administration, coordination, and continuous improvement of key business and financial operations at The Howard School. Reporting to the Assistant Head of School for Finance & Operations, the Manager exercises independent judgment in managing accounts payable, purchasing, payroll administration, operational reporting, and designated school business functions.

The Manager evaluates operational needs, analyzes financial and administrative information, identifies and resolves complex business issues within delegated authority, and recommends improvements to the School's financial procedures, internal controls, and operational efficiency.

The position also serves as a key operational partner to the Assistant Head of School for Finance & Operations, supporting financial planning, budget management, audit preparation, and the business operations of the Evaluation Center and other revenue-generating initiatives.

The Manager is expected to exercise sound professional judgment, maintain the highest standards of confidentiality and financial integrity, and provide responsive, reliable service to the School's faculty, staff, and business partners.

Primary Responsibilities

Accounts Payable

All accounts payable functions are performed in accordance with the School's established financial policies and procedures. The Manager follows these procedures and refers any situation they do not address to the Assistant Head of School for Finance & Operations.

- Process all invoices, requests for payment, and reimbursements from across the School in a timely and accurate manner.
- Serve as the first point of contact for accounts payable questions from staff and vendors.
- Review all payment requests for complete documentation, accurate coding, required approvals, and policy compliance.
- Prepare payment request forms for departmental invoices as needed and route them for required approvals.
- Enter approved payables into QuickBooks and prepare checks and electronic payments (ACH and wire) for review and approval by the Assistant Head of School for Finance & Operations.
- Set up new vendors and process changes to vendor information strictly in accordance with the School's established vendor setup procedures.
- Maintain accurate and complete vendor records, including obtaining and verifying W-9 forms. Safeguard vendor banking information and tax identification numbers as confidential.
- Research vendor account balance discrepancies and report findings to the Assistant Head of School for Finance & Operations, who determines the appropriate resolution.
- Maintain the accounting filing system for electronic and hard copy records in accordance with established procedures, including file access and sign-in/sign-out procedures. Ensure confidential records are secured and accessed only by authorized individuals.
- Reconcile employee School credit card statements following the established reconciliation process, including confirming documentation and coding, following up with cardholders on missing receipts or discrepancies, and reporting unresolved issues to the Assistant Head of School for Finance & Operations.

Payroll Processing

All payroll functions are performed under the direction of the Director of Human Resources and in accordance with the School's established payroll policies, procedures, and applicable regulatory requirements. Payroll information is strictly confidential and is shared only with authorized individuals.

- Process the semi-monthly payroll in Paychex, including receiving, verifying, coding, and entering all payroll transactions. Review payroll reports and registers for accuracy before submitting payroll for approval.
- Enter new employee records and changes to employee pay, deductions, and status only upon receipt of authorized documentation from the Director of Human Resources.
- Direct employees to make direct deposit changes through Paychex self-service.
- Process deductions and pay adjustments in accordance with established procedures.
- Ensure that voluntary benefit deductions are accurate each pay period by reconciling them monthly against the related invoices, and report discrepancies to the Director

of Human Resources.
- Prepare payroll-related payment requests and route them for required approvals.
- Maintain the payroll calendar and ensure that payroll deadlines, filings, and reports are completed on time.
- Confirm each pay period that time and attendance records have been submitted by employees and approved by supervisors. Refer any needed corrections to the employee and supervisor rather than modifying records directly.
- Carry out the annual leave allocation process in accordance with established procedures.
- Assist the Director of Human Resources with Form I-9 and E-Verify, ensuring forms are complete and properly signed and that E-Verify and I-9 are completed within required timeframes. Safeguard employee identification documents as confidential.
- Refer questions about HR policies, compensation decisions, or other employees' information to the Director of Human Resources.
- Identify and research payroll errors and discrepancies and report them to the Director of Human Resources before any corrections are made.

General Accounting and Other Responsibilities

- Record cash receipts from vendors, employees, grantees, and donors in a timely manner with accurate coding, in accordance with established procedures. Safeguard donor and payer information as confidential.
- Serve as the primary operational point of contact for the Evaluation Center and future lines of business, managing day-to-day activities and implementation under the direction of the Assistant Head of School for Finance and Operations.
- Assist the Assistant Head of School for Finance & Operations in keeping accounts payable and payroll process guides up to date. Changes to any process or procedure require approval by the Assistant Head of School for Finance & Operations.
- Assist with the annual financial audit by responding to auditor requests as directed by the Assistant Head of School for Finance & Operations. Treat all audit materials as confidential.
- Participate regularly in Business Office team meetings and contribute to tasks and special projects as assigned.
- Maintain the highest standards of confidentiality at all times. Payroll, personnel, vendor, donor, and financial information may not be discussed, shared, or accessed except as required to perform assigned duties.
- Treat all faculty, staff, families, and vendors with courtesy and respect, and conduct all interactions with professionalism and discretion, recognizing that the Business Office exists to support the School's teachers and staff.
- Maintain flexibility and willingness to assist where and when needed as directed by the Assistant Head of School for Finance & Operations.
- Regular, predictable, and punctual attendance during posted office hours is an essential function of this position.
- Perform other duties as assigned by the Assistant Head of School for Finance & Operations.

Education, Training, and Experience

- Bachelor's degree required.
- Minimum of three years of experience processing accounts payable and payroll.
- Experience with QuickBooks Online strongly preferred.
- Experience with Paychex preferred; experience with other payroll systems considered.

- Experience with FACTS preferred.
- Experience in a school or nonprofit setting is preferred.
- Demonstrated experience following established financial procedures and internal controls.
- Demonstrated ability to handle confidential payroll, personnel, and financial information with discretion.
- Proficiency in Microsoft Excel and Office applications

Knowledge, Skills, and Personal Qualities

The ideal candidate believes in its mission of serving students with language-based learning differences. They understand that the Business Office exists to support the teachers and staff who work directly with our students, and they take pride in providing dependable, behind-the-scenes service that makes that work easier.

- **Service orientation:** Approaches every interaction with patience, courtesy, and a genuine desire to help. Responds to faculty and staff requests promptly and follows through on commitments.
- **Reliability:** Is consistently present, punctual, and prepared during posted office hours. Colleagues can count on the Manager to be available and to complete work on schedule.
- **Accuracy and attention to detail:** Demonstrates accuracy and thoroughness, monitors own work to ensure quality, and has strong clerical and mathematical skills.
- **Adaptability and willingness to learn:** Demonstrates an interest in learning new systems, processes, and areas of school operations as responsibilities evolve. Approaches new assignments with curiosity, flexibility, and a commitment to accuracy and service.
- **Respect for established procedures:** Follows established policies and procedures consistently and as written. Asks questions when unsure of the appropriate action, and brings concerns or suggested improvements to the Assistant Head of School for Finance & Operations rather than acting independently.
- **Discretion and confidentiality:** Understands the sensitive nature of payroll, personnel, and financial information and handles it with great care, discretion, and integrity at all times.
- **Communication:** Communicates clearly and respectfully, both in writing and in person, and can explain payroll and accounts payable matters in easily understood terms.
- **Organization:** Sets priorities, manages multiple tasks, and organizes time effectively to meet deadlines.
- **Openness to feedback:** Welcomes feedback, applies it to improve performance, and works collaboratively as part of the Business Office team.
- **Technical skills:** High proficiency in Windows, Microsoft Word, Excel, and Google Workspace, and the ability to learn department-specific software and databases quickly.

The school may revise this job description at any time. It is not a contract of employment. All employment at the school is at-will, such that employment may be terminated by either party at any time.