



## Position Announcement: Operations Manager

Location: Washington, DC

### Organization Overview:

Founded in 2006, Credit Builders Alliance (CBA) addresses the staggering fact that in today's credit-dependent economy some 40% of American adults have no access to affordable bank credit. CBA is a nonprofit social enterprise that serves as a vital bridge between the large credit bureaus and the local community development organizations who work one on one to help underserved clients build credit as a financial asset. We are focused on increasing the transparency of the U.S. credit system and ensuring that its benefits are available to underbanked populations and communities. Our growing membership - a nationwide network of U.S. nonprofit organizations - includes nearly 300 nonprofit organizations that provide microfinance services and financial education to underbanked consumers in rural and urban communities across the country. CBA pursues its mission through three main activities:

- **CBA Reporter**—a one-stop shop providing ongoing technical support to empower hundreds of CDFIs, microfinance and community nonprofits in the U.S. to report monthly loan portfolio data via CBA to the major credit bureaus to build credit for underserved entrepreneurs and consumers
- **CBA Access**—opportunity for nonprofits to access consumer and business credit reports as part of financial education with underbanked individuals and entrepreneurs
- **CBA Knowledge Sharing**—online toolkit, webinars, workshops and on-site trainings for financial services nonprofits in the U.S. aimed at sharing best practices focused on financial capability and microloan service delivery to low-income and underbanked individuals and entrepreneurs

To learn more about Credit Builders Alliance, please visit [www.creditbuildersalliance.org](http://www.creditbuildersalliance.org).

### Position Overview:

Credit Builders Alliance is seeking an experienced and high-performing professional for the newly created Operations Manager position within this entrepreneurial and high-impact organization. Reporting directly to the Executive Director, the Operations Manager will be responsible for building and sustaining CBA's internal systems and structures to support the organization's ability to achieve superior business outcomes. Specifically, the Operations Manager will oversee all administrative, financial and operational activities of the organization, including grants management, IT and human resources. This is an excellent opportunity for a talented and dynamic individual seeking to have an impact on an organization with a unique niche in the U.S. microfinance and financial services field.

### Responsibilities:

- Ensure that CBA has excellent standard operating policies relevant to the organizational culture, including personnel, operational and financial policies that are accurately documented, routinely updated to reflect best practices, and implemented throughout the organization

- Manage and identify solutions to support IT, technology and other general office needs to ensure smooth operation
- Oversee processes to maintain all business licenses, insurance and corporate reporting
- Work regularly with external accountants who perform bookkeeping and payroll including overseeing allocation of organizational expenses, monthly reconciliations, personnel leave, expense reimbursements and creation of financial statements for management, board and funders
- Lead grant monitoring and reporting efforts including quarterly and annual reports to government, corporate and foundation funders
- Monitor budget performance, prepare for and manage the annual audit process
- Coordinate meetings of the Board of Directors and support CBA's business and strategic planning processes
- Build and manage the human resources function, including ensuring that CBA maintains competitive employee benefits and supporting supervisors to coordinate the performance review process
- Coordinate likely office move; work with organizational leaders to identify and prioritize needs, find space and manage the moving process

**Qualifications:**

- At least 5 years of business management experience, with a proven ability to create and maintain efficient operational and financial systems within a high-performing, entrepreneurial business
- Specific familiarity with nonprofit accounting, finance and grants management strongly preferred
- Outstanding problem-solving skills and the ability to think creatively about how to improve organizational systems
- Excellent verbal and written communication skills and the ability to effectively motivate and engage with team while advancing business outcomes and professional development goals
- Strong attention to details and deadlines
- Strong commitment to the mission, values, and vision of Credit Builders Alliance
- Technological savvy, with experience identifying and implementing new technology solutions. Proficiency with Microsoft Office with strong Excel skills, experience with Quickbooks, experience with Salesforce or a similar CRM a plus
- Bachelor's degree required; Master's degree or equivalent experience preferred

**To Apply:**

Please upload a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity, both in Word format, to Vikki Frank at <http://jobs.cgcareers.org/application.aspx?id=1853>. Applications will be reviewed on a rolling basis.

*Credit Builders Alliance is an equal opportunity employer.*

**About Commongood Careers:**

Credit Builders Alliance has partnered with Commongood Careers to conduct the search for an Operations Manager. Commongood Careers is a mission-driven search firm that supports the hiring needs of the nation's most innovative and high-performing nonprofit organizations. Since its founding in 2006, Commongood Careers has completed over 500 searches at 150 organizations in 26 states. Founded and staffed by nonprofit professionals, Commongood Careers offers personalized, engaged services to jobseekers and organizations throughout the hiring process, as well as access to a wealth of knowledge about nonprofit careers. [Learn more about nonprofit jobs at Commongood Careers.](#)