



Compliance & Operations Manager

Thread Capital is seeking a compliance and operations manager to support the director of operations in managing Thread Capital's systems, policies, procedures, and compliance functions, with a focus on internal audit and financial reporting. The role will be a key conduit between the Thread Capital team and third party vendors and other resource providers who support Thread Capital's operations.

Thread Capital is a North Carolina-based nonprofit organization and certified Community Development Financial Institution (CDFI) that is a subsidiary of the NC Rural Center. Thread specifically focuses on small businesses that are owned by people of color, women, low-income individuals, and rural-based individuals in an effort to make entrepreneurship an achievable goal for any North Carolinian who has a viable business idea. Since its launch in 2018, Thread has worked with thousands of entrepreneurs across North Carolina, providing more than 1,400 loans totaling more than \$77 million.

The compliance and operations manager will report directly to Thread Capital's director of operations and will play a strategic role in coordinating, implementing, and supporting compliance and operations for our growing team.

Role & Responsibilities:

Internal Control & Compliance

- Design and implement an effective internal audit function in key risk areas.
- Ensure the highest level of data security and controls, including with all related vendors.
- Regularly audit the loan portfolio for performance, quality, risk, and exceptions, and provide policy and procedure recommendations based on findings
- Ensure all financial data is properly reconciled and reflected in Thread Capital financial statements
- Ensure auditors have access to all information they require to complete financial audit, internal control reviews, and government audits as required
- Collaborate with compliance and internal audit staff to ensure all shared risks are effectively managed at Thread Capital level and the Rural Center

Operations

- Support the development and implementation of key business processes to achieve Thread Capital's mission. Processes include but are not limited to:
 - customer and partner acquisition, nurture, and retention;
 - customer pipeline management and performance;
 - loan intake, processing, lending, servicing, and collections;
 - portfolio risk management and performance;
 - internal controls and audit preparation; and
 - fundraising and stakeholder reporting.
- Support the creation of systems to leverage data, technology, and tools to accomplish organizational objectives and enable iteration and learning
- Support the identification, evaluation, and management of technology and vendors for key operations
- Create and maintain Thread Capital's operations manual
- Manage various third party vendors

Reporting, Analysis & Business Insights

- Build and maintain reports and dashboards to enable performance analysis by staff, board of directors
- Support the measurement and performance optimization of products, services, and processes based on data, customer feedback, results, and market evolution
- Build data-driven assessments and deliver key insights to key decision makers about opportunities for new markets, campaigns, products, partnerships, and other strategic initiatives
- Design donor requested data solutions as needed
- Support other Thread Capital team member requests for data as needed

Other Tasks

- Ensure Thread Capital staff are fully trained on compliance risks, processes, and procedures.
- Perform other related duties necessary to support Thread Capital and the Rural Center's mission and vision

Requirements:

- Bachelor's degree, ideally with a focus in accounting, finance, business, management, or other relevant field.
- Five years of accounting/finance experience. Lending and compliance experience preferred.
- Advanced written and interpersonal communication skills with a growing ability to identify and communicate to management key risk and compliance issues present in a wide variety of scenarios.

- Must be able to manage projects, multitask, and work well under pressure.
- Entrepreneurial mindset and the ability to wear “multiple hats,” pivot, and constantly evaluate/reevaluate the best solutions to pursue.
- Ability to work as a strong team player but independently as needed—and always with a sense of purpose and humor.
- A commitment to collaborate, communicate, and engage effectively with internal and external stakeholders.
- A passion for data, analytics, and compliance.
- High standard of excellence, accuracy and consistency, personal integrity, and accountability.
- Advanced Excel and Google Sheets skills.
- Passion for entrepreneurship and the power of small business to change lives and communities.

Compensation and Benefits:

Benefits include a competitive salary, bonus plan, comprehensive health benefits plan, retirement matching, tuition reimbursement, paid time off, hybrid remote work options, disability and life insurance. The position will be based in Raleigh, NC, at the Thread Capital office (when fully reopened) but occasional remote work is allowed. Thread Capital and its parent organization, the NC Rural Center, are equal opportunity employers and do not discriminate against any qualified applicant or employee on the basis of age, race, color, sex, religion, national origin, disability, GINA (genetic information non discrimination act) or any other category protected by federal and state law.

How to apply:

Applicants will be evaluated on their ability to follow instructions:

- Prepare a cover letter and resume and email them as a PDF document to join@threadcap.org. The subject line of the email should include your name and the position title.
- Applications will be reviewed on a rolling basis and the position will remain open until filled.