

VICE PRESIDENT OF OPERATIONS

JOB DESCRIPTION

AltCap is a leader in equitable lending and an ally to underestimated communities and entrepreneurs. As a national Community Development Financial Institution (CDFI), we pair community and economic development knowledge with financing expertise to give communities and small business owners access to the resources and capital they need to grow and thrive. Since 2008, AltCap has deployed over \$267 million in New Markets Tax Credits and \$32 million in small business financing that supports job-creating small business investments and community-focused real estate development projects. By seeing and igniting the potential that traditional lenders may overlook, we empower entrepreneurs to start and grow while helping to build stronger communities and a more inclusive, vibrant local economy.

The Vice President of Operations is a newly created position that will play a key role in advancing AltCap's mission and impact driven lending and community and economic development. This position provides a unique opportunity to take an established organization with a strong reputation and track record through an exciting phase of new growth and development.

Reporting to the CEO, the Vice President of Operations will plan, direct, coordinate, and oversee operations activities in the organization, ensuring development and implementation of efficient operations and cost-effective systems to meet current and future needs of the organization. Additionally, the Vice President of Operations will oversee and manage the Advancement and External Affairs team which is comprised of a Director of Advancement and External Affairs (direct report), Impact Data and Reporting Manager, Content Manager and Policy and Research Associate.

Offering a wide range of responsibilities, the Vice President of Operations position provides a unique opportunity for a high energy, driven multi-tasker with a passion for operational excellence and strong leadership skills to make a significant impact on the future development, growth and overall success of an already high performing, growing CDFI operating in multiple markets across the country.

RESPONSIBILITIES

- Establish, implement, and communicate the strategic direction of the organization's operations.
- Manage and analyze all operational metrics and key performance indicators (KPIs) that guide decision making and strategy.



- Lead the development of the organization's next 3-year strategic plan by working closely with senior leadership and the Board of Directors.
- Collaborate with senior leadership to develop organization-wide goals while supplying expertise and guidance on operations projects and systems.
- Coordinate with senior leadership and their teams to carry out the organization's goals and objectives.
- Identify, recommend, and implement new processes, technologies, and systems to improve and streamline organizational processes and use of resources and materials.
- Ensure that organizational decisions and project/program plans, such as those for staffing, development, organization, material efficiency, hardware acquisitions, and facilities are in line with the organization's business plan and vision.
- Establish, communicate, and implement operations-related policies, practices, standards, and security measures in coordination with the leadership team and legal counsel to ensure effective and consistent support and execution.
- Oversee and manage the Advancement and External Affairs team responsible for all marketing and communication efforts as well as external relations and organizational advancement efforts and initiatives.
- Work closely with the organization's Professional Employment Organization (PEO) and legal counsel to administer payroll and benefits and implement and refine company policies and procedures related to employee benefits, hiring procedures, and recruiting programs.
- Work with the CEO, Vice President of Finance and Accounting and senior leadership to establish and administer the operational budget for the organization as well as review and approve cost-control reports, cost estimates, and staffing requirements for projects.
- Present periodic performance reports and metrics to the Chief Executive Officer and other senior leaders.
- Maintain knowledge of emerging technologies and trends in operations management.
- Collaborate with vendors to facilitate operations and ensure contractual obligations are met.
- Identify training needs and ensure proper training is developed and provided to support ongoing professional development of staff.
- Perform other related duties as assigned.

QUALIFICATIONS

- At least 8-10 years of operations leadership experience with a proven track record of leading the day-to-day operations of a high performing organization.
- Advanced interpersonal skills, with the ability to work both independently and manage cross-department teams.
- Meticulous written and verbal communication skills, with an ability to emphasize clarity, conciseness, and relevance in your communications.
- Proven experience developing workflows and implementing effective operational processes to meet strict deadlines.
- Highly creative and resourceful with an ability to navigate complex situations and resolve ambiguity.



- Ability to establish and maintain professional relationships with internal and external parties of varying social and cultural backgrounds.
- Advanced analytical and organizational skills – must love independent research, spreadsheets, and data visualization.
- Preferred experience with Salesforce or a similar customer relationship management (CRM) platform.
- Possess an awareness of and involvement in community events that provide visibility for and creates more awareness about the organization.
- Strong written and verbal communication skills.
- Focused attention to detail and organization
- A high degree of professionalism inside and outside of work.
- Creativity and motivation to pursue innovative ideas.
- Preferred Bachelor's or master's degree or equivalent experience.
- Possess a strong commitment to economic and social inclusion; and
- Adventurous eater.

APPLY

The Vice President of Operations is a Full-Time position, Monday – Friday and temporarily-hybrid. Hours are moderately flexible and occasional evening or weekend hours may be required. The compensation package will include salary commensurate with experience, health, vision and dental benefits, matching retirement contributions, and a generous PTO policy.

AltCap is an equal opportunity employer. We celebrate, support, and thrive on the diversity of our staff and are committed to creating an inclusive environment free of discrimination and harassment for all employees. All qualified applicants will be considered for employment without regard to actual or perceived race, creed, color, religion, sex, marital status, age, pregnancy, alienage or national origin, ancestry, citizenship status, physical or mental disability, genetic information, sexual orientation, gender identity, veteran status, or any other characteristic protected by applicable federal, state or local laws and is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

In compliance with the Immigration Reform and Control Act of 1986, AltCap and its affiliates will only hire individuals lawfully authorized to work in the United States. Employment by AltCap is contingent upon completing I-9 Employment Eligibility Verification and satisfactory reference checks.

Please email a resume, cover letter, and writing sample to Ruben Alonso III, CEO, at ruben@altcap.org.



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