

Vice President of Programs and Operations
Reports to President/Chief Visionary Officer
FLSA: Exempt, Yearly Salary \$122,000-\$152,000

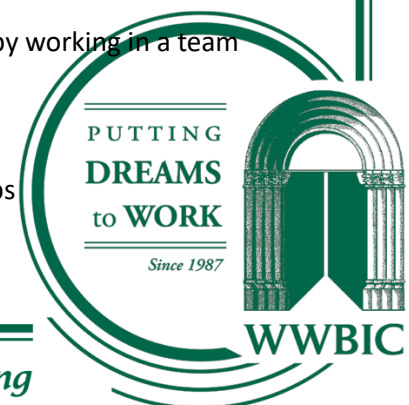
As a member of the executive leadership team, this role is responsible for leading, supporting, and monitoring daily training and lending operations, program development, and implementation. Monitoring indicator, outcomes, strategic goals, and business opportunities to maximize performance and drive WWBIC's strategic initiatives is key. This role will advance ways to enhance revenue, leverage and outperform key performance indicators and achieve operational long-term goals and objectives in the WWBIC way – professional and friendly.

Essential Job Functions:

- Actively participate on WWBIC's executive leadership team to provide overall leadership and direction to the organization. Work collaboratively with the President/CVO, VP Business Services and Finance, VP Development and Communication, and other Leadership setting and supporting strategic direction and vision, develop and implement consistent policies and procedures, and strategic plan implementation.
- Leading the business training and technical assistance, business lending, business operations, statewide (72 counties) and six regional site programming and wrap around services to meet and exceed organization and funder goals and objectives. Measure ongoing effectiveness of programs and identify improvement opportunities that evolve with client needs and expectations. Provide support and technical assistance to borrowers/team facing challenging circumstances.
- Leading lending and operations departments to develop and incorporate customer engagement models, portfolio development and management, customer experience, cost reduction, and technology strategies. Collaborate with team to develop overall negotiation strategy for borrowers, keeping in line with global portfolio management, including collection efforts.
- Responsible for ongoing, day to day operations, systems, and procedures across teams, ensuring consistency, efficiency, exemplary customer service and best practices to achieve strategic goals. Set goals and direction for teamwork flow, analysis, metrics, timelines, continuous improvement activities. Orchestrate and support cross-functional team building and problem solving.
- Working closely with VP Business Services and Finance and VP Development and Communications to review, negotiate, onboard key funder award contracts and define deliverables for statewide and regional programs (federal, state, local). Assist and support as needed with deliverables, grant proposals and reporting as needed for numerous and distinct, statewide public and private funding/stakeholder sources.
- Represent and/or speak on behalf of WWBIC, CDFI, micro-enterprise and applicable economic development strategies at community and/or professional functions, as needed.
- Maintain expertise in the small business, CDFI, microcredit industries as well as adult training and learning. Explore traditional and nontraditional channels to recognize trends and future opportunities for the agency.
- Supervise, and coach staff in a friendly way with accountability (including paid/unpaid consultants and volunteers) with positive influence to achieve results that are in the best interest of the organization. Setting priorities, goals, direction, support, guidance, encouragement, and professional development to team members.
- Assist President/CVO in overall agency issues. Assist in overall mission of WWBIC by working in a team environment to effectively complete other duties as required.

Other Duties and Responsibilities:

- Serve as liaison with funding opportunities for designated activities or partnerships as needed.



Qualifications:

- Bachelor's degree in business administration, economics, or related field; Master's degree preferred.
- Minimum of 10 years of experience in program management, operations, and leadership roles, preferably in the nonprofit or economic development sector.
- Strong understanding of small business, CDFI, and microcredit industries.
- Excellent leadership, communication, and strategic planning skills.
- Demonstrated ability to lead and motivate teams to achieve organizational goals.

Must Haves:

- Leadership Experience: Demonstrated experience in a leadership role in a nonprofit organization or a related field.
- Minimum of 10 years' experience in economic development, community outreach, community lending, or business advisor leadership role.
- Strong interpersonal skills supporting all throughout an organization and advancing both teams and individuals. Strong organizational, presentation, and management skills.
- Experience with cross-team operations, stakeholder relations, and financial accountability.
- Program Development: Experience in developing and implementing programs that align with organizational goals and objectives.
- Effective communicator and ability to work collaboratively with diverse audience.
- Collaborative Skills: Ability to work collaboratively with executive leadership and other stakeholders.
- Valid DL and proof of liability and property damage insurance.

Preferred:

- Master's Degree or Advanced degree

Working Conditions/Physical Demands:

- Work is generally more sedentary in nature with movement required.
- Work is primarily performed within an office environment with standard office equipment although some travel is required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties requires.

*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

An Equal Opportunity/Affirmative Action Employer

