



THE 360 GROUP
— EXPECT THE UNEXPECTED —

Community Vision

Vice President of Administration and Operations

Position Description & Candidate Profile

Vice President of Administration and Operations

Location

San Francisco, CA

Reports to

President

Our Client

Communities on the margins of opportunity deserve a trusted partner on their journey towards financial growth and stability. As a locally invested, collaborative partner in social justice and financial equity, Community Vision works to advance community ownership of community assets by providing nonprofits, social enterprises, and small businesses with responsive lending, catalytic capital, and advising and support to achieve justice, power, and equity. With offices in San Francisco, Oakland and Fresno, and a staff of 40, Community Vision is a Community Development Financial Institution (CDFI) that promotes economic justice and alleviates poverty by increasing the financial resilience and sustainability of community-based nonprofits and private enterprises. Through flexible financial products and sound consulting and advice, Community Vision creates opportunities to support community-rooted nonprofits and businesses to purchase, preserve, and develop social purpose real estate that revitalizes Northern and Central California communities.

Since its founding in 1987 as the Northern California Community Loan Fund, Community Vision has been connecting investors to communities, lending to nonprofits, small businesses, and cooperatives, and providing financial and real estate consulting to organizations that share the organization's vision of sustainable communities and social, racial, and economic justice. Over the past 36 years, Community Vision has invested more than \$350 million in projects throughout California, impacting the lives of more than 1.5 million of its neighbors. Community Vision's lending and consulting services support organizations that deliver healthcare, education, and human services; provide affordable and supportive housing; build income and wealth; and, foster cultural expression.

Standing proudly as an anti-racist organization, Community Vision recognizes that a history of discriminatory financial practices and intentional disinvestment have contributed to a lack of economic progress in low-income communities and

communities of color. Community Vision provides capital and technical assistance for communities that have been systemically disinvested to ensure fairness in opportunities, resources, and rights for everyone.

Learn more about Community Vision at <https://communityvisionca.org> !

Position Responsibilities

Community Vision seeks a dynamic and visionary Vice President of Administration and Operations with a strong equity lens to oversee its human resources, operations, facilities, IT, compliance, purchasing, and administrative functions. This role heads a team of 6-7 dedicated staff members who ensure the organization has personnel, process, systems and tools that enable the organization to achieve its mission; that the organization has a work environment where everyone thrives; and that it maintains its strong track record of accurate and timely compliance and reporting. Further, in partnership with the management team, this role leads the planning and implementation of workflow, process, and systems improvement.

The successful candidate will be an enthusiastic, hands-on, solutions-oriented person who values the importance of micro- and macro-level planning, has a thoughtful and pragmatic approach to risk management, understands the importance of flawless compliance, and is committed to excellent customer service for both internal and external clients. They will be able to collect and distill information and opinions from various stakeholders to identify, recommend, and deploy solutions that strengthen the organization's performance and mission success.

The Vice President of Administration and Operations is a member of Community Vision's Executive Team and reports to, and works closely with, the organization's President.

More specifically, the Vice President of Administration and Operations will:

- Collaborate with Community Vision's President and Executive Team to develop and implement plans for the operational infrastructure of systems and personnel that support the strategic direction of the organization and client experience
- Work with the management team to assess workflows and processes; develop and implement changes that improve data collections, operations, protocols, and reporting
- Oversee all aspects of human resources including recruiting/retaining excellent talent, onboarding, employment policies, performance

management, compensation model, employee benefits, payroll, employee experience, training and professional development

- Oversee organizational compliance requirements of funders, investors, regulatory agencies, and other stakeholders including maintaining accurate recordkeeping and ensuring timely reporting to said stakeholders, including the CDFI Fund
- Oversee operational risk management, including identifying and assessing exposures and implementing solutions; further, review and update organization-level policies and procedures to ensure risk mitigants are in place
- Oversee Information Technology including hardware, software systems, internet, and phones, coordination of outsourced vendors, including disaster recovery plans and cyber security in a remote and hybrid environment
- Oversee office administration, space use/needs, equipment and systems including a near-term need to assess housing strategy and lease renewal
- Continually improve effective operations in a remote and hybrid work environment to optimize communication and build culture within and across teams
- Responsible for vendor selection and management, including contract negotiations and renewals; experience with equitable vendor selection practices is a plus
- Contribute significantly to a healthy and innovative organizational culture that values collaboration, inclusivity, problem solving, learning, and high quality, community centered results rooted in a commitment to racial, social, and economic equity and justice

Profile of the Successful Candidate

The Vice President of Administration and Operations will be a dynamic systems thinker with a growth mindset who is passionate about organizational culture and management, operational effectiveness and efficiency, compliance integrity, and Community Vision's mission. The successful candidate will possess equity acumen, combined with proven leadership, people and stakeholder management, and operations skills and experience. The Vice President of Administration and Operations will bring a collaborative management style that is open-minded, approachable, inclusive, and equitable for all individuals. The Vice President of Administration and Operations will be a strategic thinker and partner to the President and executive team, while also being deeply engaged with assessing and building new organizational systems to increase impact organization-wide.

The Vice President of Administration and Operations will have a demonstrable commitment to social justice and could come from a variety of leadership

backgrounds, with experience in other fields, such as working in the public, private, or nonprofit sectors. The successful candidate will have strong values alignment with Community Vision, and a track record that demonstrates personal and professional integrity. They will have an entrepreneurial disposition and a track record of growing and scaling systems, with an eye towards empathy and equity. They will be excited by the prospect of rolling up their sleeves to help steward an innovative and growing organization with an impressive track record and exceptional local and national reputation.

More specifically, Community Vision seeks a professional who embodies the following:

- 8+ years organizational senior management and operations experience of complex and multi-faceted nonprofit organizations; community finance experience preferred
- Systems thinker who can see how to build and transform processes and systems within departments and across the organization to support efficiency and growth
- Strong understanding of the practices and principles of human resources management as well as organizational culture building
- Experience managing a complex compliance function; experience working at a financial institution and/or with philanthropic and government agencies is a plus
- Demonstrated track record of managing an organization's operations and selecting and implementing operational systems to support sustainability and growth
- Demonstrated experience or exposure to streamlining workflows, process management, and/or continuous improvement
- Experience with technology evaluation, implementation, and integration.
- Proven track record of problem-solving, adapting to changing circumstances, managing evolving priorities, and exceeding goals
- Track record of sound business decision-making, drawing on analysis and good judgment
- Commitment to and experience with anti-racist practices and building an anti-racist culture. Understanding of anti-racism and cultural diversity frameworks a plus
- Ability to foster collaboration, teamwork and lead cross-functional teams.
- Effective oral, written and presentation skills
- Experience living, working, or organizing in the communities served by Community Vision, especially communities outside of the Bay Area; Central Valley knowledge is particularly desirable

Start Timeframe

We seek to have someone in place in Fall 2023.

Compensation

This position offers a competitive salary range of \$180,000 to \$200,000 depending on experience, and includes a comprehensive benefits package. We actively welcome all candidates from a wide range of backgrounds who have the skills to fulfill this role – regardless of compensation history.

To Apply

All applications are held in strict confidence. Please submit your credentials and a letter of interest through our private applicant portal to The 360 Group at:

<https://the360group.us/portal/>

Applications should be directed to the attention of Monica Rodgers, Senior Consultant or Vincent Robinson, Managing Partner. Applications will be reviewed on a rolling basis. Earlier applicants may receive priority consideration. To be considered, The 360 Group encourages all interested candidates to submit their applications promptly, via the confidential applicant portal linked above.

At The 360 Group, we know that a richly diverse mix of professionals makes organizations more effective. Using that principle as our “North Star,” we make diversity a hallmark of our firm, and all of our search engagements.

Learn more about The 360 Group at the360group.us.