



FOUR DIRECTIONS
DEVELOPMENT CORPORATION

Job Announcement Operations Manager

Four Directions Development Corporation (FDDC) in Orono, Maine is seeking a full time Operations Manager to strengthen programs and organizational activities by reviewing standard operating procedures (SOPs) to make recommendations for increased efficiency and coordination, supporting the implementation of SOPs, and reviewing progress against SOPs with FDDC program managers and directors.

Key responsibilities include:

- **PROGRAM OPERATIONAL LEADERSHIP, MANAGEMENT and MEASUREMENT:** Supports and implements standard operating procedures (SOPs) to ensure ongoing programmatic success and progress towards goals and outcomes. Identifies opportunities to leverage cross-program strengths to take advantage of new opportunities and/or address organizational challenges. Conducts regular staff check-ins. Creates mechanisms to track, measure and report on strategic goal achievement and program outcomes through dashboards and other tools and reports as needed.
- **QUALITY CONTROL, OPERATIONS and COMPLIANCE:** Supports development and improvement of organizational and programmatic policies and procedures to ensure consistent, high-quality program delivery. Supports compliance and implementation of federal programs such as CDFI, HUD, etc. Performs internal audits on program files across business lines to ensure compliance. Responsible for ensuring that all activity is in full compliance with local, state and federal regulations and each organization's Code of Ethics.
- **CUSTOMER RELATIONSHIP and DATA IMPACT TRACKING:** Assesses market needs and conduct research towards designing new or improved loan or technical assistance products and services. Develops new products to respond to market changes, customer needs and increased organizational capacity. Designs and implements systems to gain client feedback. Tracks customer relationships and program impact data.

Qualified applicants will have a Bachelor's Degree in business, economics, finance, community development or urban planning, and at least 3 years of related experience, preferably in a non-profit organization. Knowledge of Community Development Financial Institutions (CDFIs) and applicable federal and state regulations preferred; strong computer proficiency; and knowledge of Native American culture, prior experience working with Native American Tribes, and Native American Ancestry, preferred.

Interested applicants should apply with a resume and cover letter including salary requirements to:

Laurie Bouchard

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