

Director of Operations Job Description

Organization:

The Latino Economic Development Center (LEDC) is a 20+ year nonprofit Community Development Financial Institution (CDFI) that serves to build wealth and generational resiliency by providing training, technical, and financial assistance for Latino/a/e/x entrepreneurs in Minnesota. LEDC offers ongoing small business technical assistance, access to loan capital for business start-up or expansion, equipment, or land/building needs and training on business development topics throughout rural, suburban, and urban areas of MN. LEDC in addition works to empower and build wealth with Latino/a/e/x farmers toward land ownership. We are an intentional organization with a strong mission to transform our community by creating economic opportunities for Latinos and our vision is a thriving multicultural community enriched with Latino leadership, culture, and economic influence.

Position: Director of Operations

Responsible to: Executive Director

Employment Classification: Exempt

Job Summary:

The Director of Operations will serve as a key member of the leadership team. This strategic role involves oversight of organizational operations ensuring alignment with LEDCs long-term goals and mission. The Director of Operations will be responsible for comprehensively developing and implementing policies and procedures across multiple areas, including, but not limited to IT, Board of Directors, Finance, Property Operations, Business Development, Lending, and Strategic Development. They will oversee internal teams and collaborate closely with the Executive Director and other senior leaders to establish seamless processes that foster organizational efficiency and impact.

The ideal candidate will bring a strong track record in financial and operational management along with proven leadership and management experience, ideally within the real estate, lending, and CDFI sectors. This individual will play a critical role in driving operational excellence and innovation, ensuring LEDC continues to effectively serve the Latino/a/e/x community and advance its strategic priorities.

Required Knowledge, Skills, and Abilities (Must-Haves)

- Demonstrated experience evaluating and refining operational processes to align strategic priorities. Skilled at assessing systems and recommending improvements that drive efficiency and quality.
- Direct experience working within a nonprofit organization with lending, business development, and advancement with a proven ability to oversee and implement practices that enhance financial performance.
- Proven track record in change management with demonstrated success in leading complex organizations through periods of growth and transformation.
- Proficiency in management information systems (IMS) or a willingness to engage in training to develop skills in technology oversight. Experience leveraging data analytics and best practices to inform decision-making and improve efficiency across lending, business development, and finance.
- Extensive experience in lending, technical assistance, community development, compliance, monitoring, and regulatory environments in CDFIs.
- Familiar with nonprofit and government work, ensuring compliance with regulatory requirements while optimizing operational performance.
- A diplomatic and approachable leader who builds relationships and fosters interdepartmental collaboration and teamwork.
- Strong decision-making skills with a people-centered approach to understanding the challenges of our market.
- Experience in public speaking and conflict resolution.

Duties and Responsibilities:

- Lead the implementation of strategic initiatives and ensure alignment with the organization's mission and goals.
- Work with the Executive Director and Finance Director to ensure accurate financial reporting and compliance with financial regulations.
- Manage and review department budgets of direct reports
- Ensure the effective delivery of programs and services, maintaining high standards of quality and impact.
- Appropriate due diligence of operational needs such as insurance, IT, legal, and other contractual obligations of the organization.
- Develop and implement program evaluation frameworks to assess effectiveness and outcomes.
- Lead and inspire a team by following best practices in hiring, training, and developing direct reports, fostering a culture of continuous growth and development, and driving positive change through effective leadership and influence.
- Identify opportunities for program expansion and improvement.
- Communicate the organization's mission, vision, and goals to stakeholders.
- Identify opportunities for innovation and continuous improvement in operations and programs.
- Implement best practices and new technologies to enhance operational efficiency.

- Foster a culture of continuous learning and development within the organization.
- Other duties as assigned.

Skills and Qualifications:

- Bachelor's Degree in Business Administration, Nonprofit Management, or a related field from a four-year college or university, or 8 to 10 years of related experience and/or training, or equivalent combination of education and experience.
- Minimum 8 or more years of experience in a senior leadership role, preferably in the nonprofit sector.
- Strong leadership skills, the ability to motivate others to achieve organizational goals.
- Ability to develop and implement strategic plans
- Organizational efficiency expertise, process improvement and resource allocation.
- High level of proficiency using Microsoft Office systems (Outlook, Word, Teams, Excel, PowerPoint, Planner); TEAMS, SharePoint and Salesforce are a plus
- Excellent communication and interpersonal skills.
- Bilingual English/Spanish a must

Compensation and Benefits:

Pay range for this role is: \$90,000 to \$110,000 per year

- Hours are 9-5 pm, with some evening and weekend work expected to meet critical deadlines
- LEDC pays medical, dental and vision insurance, short-term disability and long-term disability.
- Flexible paid time off policy
- 9 paid holidays (including two floating holidays) along with paid time off between Christmas Eve through New Year's Day
- Paid parental leave
- 403(b) retirement plan

To Apply:

Please send a cover letter and resume to careers@ledcmn.org and include Director of Operations: [your name] in the subject line. LEDC will prioritize applications received by December 9 and will begin interviews on December 17. LEDC is an Equal Opportunity Employer.

*Latino Economic Development Center
804 Margaret Street, Saint Paul, MN 55106*