



Position Description: Director of Operations

ORGANIZATION DESCRIPTION

Four Bands Community Fund (Four Bands) is a nonprofit Native community development financial institution providing affordable capital, fostering financial stability, and encouraging economic opportunity among native, low income, and under resourced communities in South Dakota.

POSITION SUMMARY

Position Title:	Director of Operations
Job Level:	Exempt
Hours:	Full time
Location:	Four Bands Office – with the possibility of remote/hybrid flexibility

THE ROLE:

Four Bands is seeking a Director of Operations. The Director of Operations will play a critical role in developing and codifying the systems, processes, and organizational culture to enable Four Bands to achieve its mission. Reporting to the Executive Director, this role will oversee reporting and management of a large grants portfolio, the data and impact function, operations, and the organization's talent and culture function. Serving as a senior leader and thought partner to the Executive Director, they will engage with internal stakeholders across all teams and levels and oversee the day-to-day administrative, operational, and people management functions. This is an exciting leadership opportunity for a collaborative leader, experienced people manager, and systems builder to play a critical role in helping the Native Community build strong and sustainable small businesses and increase their financial capability to create assets and wealth.

DUTIES AND RESPONSIBILITIES:

Responsibilities include, but are not limited to:

Grants Management:

- Oversee management of and reporting on the organization's 30+ grants to funders ensuring that grant reports are compelling, accurately reflect the organization's output and outcome metrics, are submitted on time, and set the organization up for renewals.
- Work across departments and with several program management databases to maintain and pull needed grant information.
- Identify, develop and implement system improvements across grant management databases and tracking.
- Collect, proceduralize, and clean program data from internal and external sources into TEA and the organization's excel tracking documents.
- Collaborate with the Executive Director to research, write, and submit new grant proposals to increase revenue
- Facilitate communication across Grant stakeholders, including program staff, consultants, and external funders.
- Coordinate with Finance and Operations team to ensure smooth onboarding of grants and seamless reporting and compliance in Asana.

Operations Systems Design and Oversight:

- Identify, develop and implement operational system improvements to support highly efficient and effective operational performance.
- Provide oversight and direction to the broader operations team to ensure strong org-wide systems (e.g., calendaring, all-staff meetings, policy roll-outs, process changes, etc.)
- Lead weekly staff meetings and other team meetings to build strong team culture and alignment across functions.
- Oversee the organization's technology infrastructure and coordinate with vendors as needed.

Talent Leadership & Culture

- In collaboration with the Executive Director, develop and manage the organization's talent and organizational culture work, including implementing a performance management system aligned to the overall talent vision, supporting employee growth and development, and overseeing hiring and recruitment.
- Create, improve, and maintain a culture of accountability towards organizational goals to ensure a high level of team performance while building a culture of collaboration and belonging.
- Work with staff to understand and enhance the employee experience and broader organizational culture.
- Develop and implement culture-building activities such as: coordinating staff training sessions, managing internal cross-team communications, staff retreats, celebrations, etc.

Data & Impact

- Responsible for measuring and communicating the organization's impact.
- Defines and promotes the use of common performance measures to regularly assess outcomes organization-wide.
- Conducts annual review of client outcomes and performance measures using the MicroTest method and maintains the organizational dashboard of very important outcomes.
- Analyzes and reflects upon the results to make recommendations for organizational and service delivery improvement.

MINIMUM QUALIFICATIONS AND REQUIREMENTS

We are looking for someone with:

A shared commitment to our mission and will to embody the organizations' core values bringing a broad range of skills and experience including, but not limited to:

- Bachelor's degree, plus five years of professional experience with at least 2 years of senior management experience, Master's Degree preferred
- Track record of successfully meeting or exceeding organizational targets, achieving ambitious goals, and driving significant impact; sets vision and drives impact in a fast-paced setting
- Demonstrable track record of developing, implementing, and managing business systems and processes to support a growing organization
- Analytical thinker with the ability to leverage data and stakeholder input to drive decision making in the face of confusion or ambiguity
- Strong people & organizational management skills, with a track record of developing strong and engaged performers and coaching others on how to motivate and inspire teams
- Ability to effectively collaborate with diverse constituent populations;
- Ability to communicate effectively, both orally and in writing;
- Ability to learn quickly, work independently, and handle multiple tasks efficiently with high attention to detail;

PREFERRED QUALIFICATIONS

- Knowledge and experience with working with Native communities
- Knowledge and experience of micro-enterprise development, financial education, or low income economic issues

This position is salaried, commensurate with experience, ranging from \$56,000 - \$75,000. Benefits include medical, dental and vision as well as a retirement plan, sick leave, personal leave, and professional development.

HOW TO APPLY

Send an email to lakota@fourbands.org with the subject line "Director of Operations – [YOUR NAME]." In the email, please include as a single PDF attachment:

- Your resume
- 1 page cover letter explaining your interest in Four Bands and the position
- Short answers to the following questions (<250 words):

- What does access to affordable capital mean to you?
- Four Bands conducts credit checks, is there anything you want to share with us about your credit history?
- In the body of the email, please copy and paste the content of your short answers and include your name, phone number, and email address.

As attention to detail is critical for success in this role, only applicants who follow these specific application guidelines will be considered.

Four Bands is an equal opportunity employer. Employment at Four Bands is based solely on a person's merit and qualifications directly related to professional competence. Four Bands does not discriminate against any employee or applicant because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy or related condition (including breastfeeding), or any other basis protected by law. In keeping with that policy, Four Bands is committed to maintaining a work environment that is free of unlawful discrimination and harassment and will not tolerate unlawful discrimination against or harassment of any of our employees or others present at our facilities by anyone, including any Four Bands supervisor, co-worker, partner, or client.