



Regional Vice-President, South East Region

DEPARTMENT: HOPE Office of Program Operations

POSITION LOCATION: Atlanta, Georgia

ACCOUNTABILITY: President of HOPE Office and Program Operations

For 25 years Operation HOPE has been dedicated to empowering underserved communities through financial literacy, now our work encompasses more than financial education. Our work is about instilling knowledge and confidence in those we serve so they can experience, sometimes for the first time in their lives, financial dignity.

JOB SUMMARY

The position requires local and regional program operations oversight and supervision in the Southern, North West and Mid-West Regions. The Area Vice President (AVP) program operations management oversight consist of HOPE youth and adult empowerment programs, personnel staff, analysis of operating budgets, partner relationships, implement and enforcement of production performance goals, compliance and policy and procedures. The AVP will cultivate a unified, innovative customer-service culture, guiding all areas of programs delivery, resources and staff support.

DUTIES AND RESPONSIBILITIES

- Create vision for the region and make Operation HOPE the center of economic development and financial education reform in their region
- Chart our course in the region, to maximize our impact in the short and long run, and to evolve our plan as necessary given changes in the environment and internally
- Build the staff capacity and infrastructure and manage relations with key stakeholders to sustain scale
- Build political capital to ensure Operation HOPE becomes part of the social and educational fabric of the region
- Work effectively with local media outlets and national communications team to elevate our presence in the region
- Develop and implement a strategic plan and staff activities that will achieve program production goals
- Supervise and monitor branch production activities and facilities to ensure that they meet the standards of the organization
- Handle customer service inquiries, request and complaints
- Administer and enforce department personnel and program policy and procedures
- Ensure that facilities operate in a safe and effective manner
- Assist in the development and training of personnel, including performance reviews, giving constructive feedback, and administering correction action processes
- Maintain, audit and ensure that customer files and databases for all regional program activity meet the standards of the organization

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- Monitor, analyze and provide written weekly, monthly, quarterly and annual reports for HOPE program operations related services
- Ensure that HOPE branding and collateral material standards are met and adhered to at all times
- Conduct daily (if necessary), weekly, monthly and quarterly staff meetings to review program delivery, production, customer service, community and partner relationships

ENGAGE AND CULTIVATE STAKEHOLDERS

- Cultivate and ensure the ongoing engagement and support of local and regional partner and community stakeholder alliances.
- Develop and evolve a strategy for maintaining and growing our public support, from district, local, and state sources
- Cultivate even stronger relationships with current partners, community based organizations, school districts and business association organizations

BUILD AND MANAGE A TEAM

- Build a strong program operations team and ensure direct reports are maximizing their individual potential as team and organizational leaders, with explicit professional development priorities
- Steward a strong culture based on our core values, Love Leadership Principles and reflective of our commitment to diversity and inclusiveness
- Cultivate and seek the talent we need for staff positions in their region and throughout Operation HOPE

MANAGE REGION TOWARDS AMBITIOUS GOALS

- Work with division leadership team to set annual goals that are in line with our strategic plan and at the right intersection of ambitious and feasible
- Ensure strong strategic planning and execution of all HOPE programs (youth and adult programs)
- Ensure strong strategic planning and execution of a strategy to accelerate the engagement and leadership of our program alumni as a force for change and further the HOPE mission
- Ensure strong strategic planning and execution of development operations to ensure continued growth, diversification, and sustainability
- Ensure strong strategic planning and execution for efficient office operations as staff grows

REQUIRED SKILLS AND EDUCATION

- Bachelor's degree required
- Minimum Four years work experience in financial, educational, nonprofit sector industries
- Proven ability to set an inspiring vision and motivate others to reach ambitious goals in support of that vision
- Demonstrated success managing individuals and teams to achieve ambitious goals
- Experience managing business units or regional chapters strongly preferred

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- Banking, mortgage and commercial finance experience preferred
- Success in this position requires excellent customer service, communication and time management skills.
- This job requires personal transportation that will allow travel within the designated market area
- Requires some business travel

PREFERRED SKILLS

- Thrive in achievement-oriented and fast-paced environment
- Operates with a high level of personal responsibility and optimism
- Demonstrates sound judgment
- Gets results by managing through others and across multiple layers of an organization
- Cultivates internal and external constituencies and builds long-term relationships to achieve broad, mutually satisfying goals
- Builds a successful team, including a pipeline of talented and diverse potential team members
- Coaches others and plays a role in their long-term development
- Demonstrates deep commitment to and belief in Operation HOPE's mission and theory of change

INTER-RELATIONSHIP

Demonstrate the ability to interact with all levels of staff within a corporate environment. Maintain a positive and professional attitude in all settings.

WORKING CONDITIONS

Normal office environments, ability to walk, stand, sit, and talk on the phone for long periods of time in a professional manner. Must have flexibility in work schedule, and able to work on weekends. Demonstrated ability to work outside the office in the field and to coordinate and facilitate classes/trainings/events throughout the region. Must have access to personal transportation that will allow travel within the designated market areas.

NEEDED ATTRIBUTES

Ability to effectively manage, deliver, and grow program. Have critical thinking and self-motivation skills. Willing to modify plans and behavior when necessary to meet a goal, takes time to help customers and others achieve their goals and assignments. Have resilience, integrity, and flexibility. Have an interest in public contact, public speaking, education, community outreach, communication of plans and ideas.

EEO STATEMENT

Operation HOPE is an Equal Opportunity Employer, all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information or any other characteristic protected by law.

HOW TO APPLY - Please visit our website at: www.OperationHOPE.org and click on Careers.