



Product Operations Manager

About Community Financial Resources

Community Financial Resources (CFR) is a national economic justice organization that provides a pathway to financial well-being through products, tools and services that improve financial stability, protect assets, and establish a foundation to build wealth for low-income, low-wealth households, with a focus on communities of color.

CFR currently serves over 7,000 low-income people annually through our 150+ partners across the country. Participants in our programs show improved credit scores, increased savings, enhanced financial management skills, reduced financial stress, and a heightened sense of autonomy and control over their financial lives. Since our founding, CFR has empowered over 100,000 people. We are currently on an exciting growth path, seeking partnerships with large organizations to increase the number of individuals who can benefit from CFR's solutions, and developing new innovative products. CFR has an ambitious goal of scaling our products to reach 50,000 people in the next two years.

About the Role

As the Product Operations Manager, you'll play an instrumental role in helping us deliver on our vision to build pathways to financial wellbeing through our products by improving the efficiency of all our Product efforts. You'll do this by building the tools, processes, and infrastructure to enable us to easily collect and understand user feedback, as well as monitor and maintain product performance. You'll have the opportunity to work with our Product Operations, Software Development, and Partnership management teams, as well as vendors, to accomplish this work.

Product (40%)

- Build the processes and tools to allow the Product team to handle incidents, outages, and glitches that come up across our platforms
- Design and execute training modules or sections of training decks in collaboration with the Partnerships team
- Coordinate across functions to improve our collective understanding of product performance and customer feedback to better serve users
- Stay current on industry best practices, financial compliance and regulatory knowledge, adherence, and disclosures

Vendor Management (15%)

- Research, vet, and negotiate new vendor relationships
- SLA monitoring/reporting/evaluation
- Build positive relationships with CFR's partners and vendors to align requirements and reduce velocity bottlenecks

Daily Production (20%)

- Establish metrics for measuring velocity and success of product initiatives
- Write automated tests and develop monitoring strategies to ensure a high level of service quality
- Track and report standard deliverables, documentation, and support procedures

Data Management & Reporting (25%)

- Write and execute Postgres SQL to obtain data information
 - Standard monthly reporting
 - Ad Hoc reporting if you see anomalies or hear anomalies with partners and/or their participants
 - Analyze data for reports and storytelling
 - Document all practices on our shared workspace for all team members to view/review/repeat

Who You Are

- A passion for CFR's mission and a strong understanding of racial, gender and economic justice
- 4+ years of experience of technical/platform management experience, leading multiple back-end products that have many partners, including researching requirements, prioritizing features, and proactively partnering with team members
- Technical skills, with experience and track record of success in building high-velocity, low-latency and high-availability services
- Able to be practical and eager to collaborate/compromise to get the best, most efficient outcomes
- A clear metrics and data focus
- Proficiency in SQL
- Ability to work independently on a deadline, adapt to changing situations and priorities, handle confidential information, and manage multiple projects simultaneously
- Proficiency in Microsoft Word, Excel, and PowerPoint as well as their Google counterparts (Docs, Sheets, Slides); familiarity with Zoom

Salary & Benefits

- Full benefits package with coverage towards medical, dental and vision plans
- Generous PTO, holidays (12 days), holiday break (between Christmas Day and New Year's Day), sick leave (5 days), summer Fridays early closure (between Memorial Day and Labor Day), and pre-holiday early closure
- An inclusive work environment and friendly culture
- Support for professional development opportunities
- The pay scale ranges between \$80,000 - \$85,000 (DOE)

Location

This position is 100% remote.

Your Next Step

If this opportunity sounds like it's for you, please submit a PDF of your resume and answers to the following questions to jobs@communityfinancialresources.org with the position in the subject line. Applications without responses to the questions will not be considered. A cover letter is not necessary.

1. Why are you interested in working with Community Financial Resources? (150 words)
2. What is your view of the role financial products play in people's lives? (200 words)
3. Tell us about a time when you had to manage multiple deliverables of different aspects of Operations and/or projects with competing priorities. How did you make decisions on what to prioritize? (200 words)

Equal Employment Opportunity

Because Community Financial Resources (CFR) values a diverse and representative workplace, people who identify as Black, Indigenous, and People of Color, and people of all gender identities are strongly encouraged to apply. CFR is committed to attracting, developing, and retaining exceptional people, and to creating a work environment that is dynamic, rewarding, and enables each of us to realize our potential. Our work environment is safe and open to all employees and partners, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, and all other classifications protected by law in the locality and/or state in which you are working.

To learn more about Community Financial Resources, please visit www.communityfinancialresources.org