



About Community Financial Resources

Community Financial Resources (CFR) is a national nonprofit that provides pathways to financial well-being and economic justice with safe and reliable financial products for low-wealth communities.

CFR serves over 7,000 low-income people annually through our 100+ 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 looking for an experienced Chief Innovation Officer (CIO) to achieve CFR's ambitious impact goals by developing strategic partnerships, expanding our financial products, ensuring the success of our partners and constituents, and leading our organization into its next growth phase.

About the Role

As the CIO, you will lead CFR's innovation and impact with a specific focus on leveraging technology and driving scale. You will develop a vision that incorporates all elements of our strategy into the CFR pathway to financial well-being, including but not limited to, driving growth, supporting and executing business development and partnerships, and developing our research and policy capabilities. You will build upon our strong foundation and execute plans that leverage our people-centered mission, customer and market insights, and technology platform.

You'll plan, design, and deliver on CFR's product and impact strategy, and you will be responsible for user outcomes and business results that demonstrate we're making the right impact in the lives of our constituents. You will also explore and drive innovative technologies to create a sustainable competitive advantage for CFR in today's complex and evolving digital landscape. In short, you will be the driving force behind our organization's impact, growth, product transformation, and success.

Your responsibilities will include:

Executive Leadership and Strategy

- Working closely with the Executive Director, provide strategic input to CFR's overall direction and help define our success metrics.
- Own primary operational responsibility for the success of our programs through CFR's partnerships.
- Facilitate consistent quality in all CFR programs; set timelines, determine resources needed, and work collaboratively to lead and improve program outcomes and cross-functional teamwork.
- Represent CFR at conferences, high-level working groups, and coalitions; deliver speeches and presentations demonstrating our work to partners, funders, and policymakers as required.

Product Vision and Growth Strategy

- Lead a collaborative process to drive our overall vision and strategy across the entire consumer journey in support of our aggressive growth and impact goals.
- Oversee the planning that guides the partnerships, technology, design, and content to bring our products to life, and identify product opportunities.

- Create a clear, compelling value proposition for our target demographic that strongly positions CFR for growth and impact vs. our competitors.
- Oversee the development, delivery, and measurement of integrated marketing programs for CFR products and services from inception to completion, leveraging our unique strength as a nonprofit working across sectors.

Data Analysis and Impact Measurement

- Define CFR's key indicators of success and lead the collection and dissemination of program information to ensure we are meeting our goals.
- Utilize research, data, user input and testing to drive the design and implementation of CFR's strategy - ensuring we identify innovative ideas and implement the most promising interventions.
- Lead a data-driven process to provide clarity on product priorities across the portfolio including which financial products and/or services to add, improve or retire.
- Determine the right tools and methodologies to measure our impact on users' financial health and successfully communicate it to external audiences and diverse stakeholders.

People Management and Cross-functional Teamwork

- In collaboration with the Executive Director, support the growth of building a high-performing partnership and product teams.
- Demonstrably strengthen the cross-functional relationships between product and partnerships.
- Collaborate with the Executive Director to implement annual operational plans; assist in the creation of individual and group work-plans; and coach staff to success.

Key Knowledge, Skills & Abilities

- You have a track record of producing and inspiring outstanding leaders. Those who have worked with you rave about the team you built and would follow you anywhere.
- You excel at ensuring everyone has a clear lane for their work and knows how it aligns to the organization's goals, and you also know when to roll up your own sleeves to get the job done.
- Your natural decision-making style is data-driven – you always use KPIs and metrics.
- You are passionate about the user experience and default to user centered design.
- You have a bias for action and are known for being able to quickly synthesize existing resources, and “2.0” something faster than anyone thought possible.
- You are driven to create groundbreaking products, supported by modern marketing techniques and scalable technology.
- You are committed to disrupting patterns of financial inequality. You address issues of race, class, and privilege because equity leads to better results for everyone.
- Bachelor's degree required. Graduate degree preferred.
- Minimum seven years' executive leadership experience including strategic planning and program implementation.
- Diverse skills in the fields of technology, product marketing, data analysis, and communications and direct experience resolving the daily challenges that affect a product's success.
- Familiarity with the field of social impact and related sectors such as non-profit management, social entrepreneurship, corporate social responsibility, and philanthropy.
- Expertise in financial empowerment, asset building, financial services and products, and wealth-building for low-income individuals is a plus.

Salary & Benefits

- Full benefits package with 100% coverage towards medical, dental and vision plans
- Generous PTO, holidays (12 days), two holiday breaks (between Christmas Day and New Year's Day and the week of the Fourth of July), sick leave (5 days), summer Fridays early closure (between Memorial Day and Labor Day), and pre-holiday early closure
- Support for professional development opportunities
- The pay scale ranges between \$125,000-130,000 (DOE)

Location

This is a remote position.

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 role do financial products play in people's lives? (200 words)
3. Tell us about a time when you had to manage multiple stakeholders and/or projects with competing priorities. How did you make the decisions on what to prioritize? (200 words)

Candidates are encouraged to submit their resumes and responses to the questions above by February 1, 2024. We will review applications on a rolling basis until the position is filled. If you are invited for a follow-up interview, we will ask for a presentation relevant to this position. If selected, we would like to have you start as soon as possible.

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