

JOB DESCRIPTION

JOB TITLE: Operations Manager, Baltimore Program

The ECDC Enterprise Development Group (EDG) is a non-profit organization, a Treasury-designated CDFI, an SBA micro-lender and Community Advantage participant providing microfinance, rental and technical assistance to low-to-moderate income individuals.

THE PURPOSE OF THE POSITION

This position is responsible for oversight and direction of Baltimore's program operations, overall portfolio growth, loan and related services delivery, compliance and ensuring efficient day to day operations of the Baltimore loan Program, project administration, training, outreach and marketing, project implementation, collaboration and coordination, review, follow-up, monitoring, reporting, assist in ensuring program sustainability and documentation and sharing of best development practices ensuring that the Baltimore program reaches its target clientele and meets its program goals.

Roles and Responsibilities:

- Growing and managing a quality loan portfolio.
- Preparation and implementation of annual Baltimore program budget and business development plan.
- Promotion & marketing of ECDC EDG's loan products and related services
- Enforce implementation of laid down policies and procedures for loan operations
- Monitor loan application, assessment, appraisal and approvals
- Ensure loan repayments and recoveries are within stipulated timelines and as per ECDC EDG policy guidelines.
- Ensure supervision, appraisal, coaching, motivation and development of all Baltimore staff and recommending appropriate training needs.
- Working with third party service providers to deliver superior service to all customers.
- Marketing, intelligence and reporting to understand competitor activity in Baltimore.
- Ensure provision of high quality services to all customers in a timely manner.
- Cultivate and manage collaboration, relationship and partnership with all stakeholders to ensure positive image of ECDC EDG is maintained.
- Assist in resources development and grants fundraising
- Recruit volunteers and interns

Minimum Qualification and Experience Required

- Diploma /Degree in business /Finance /Social Science related field. An MBA is an added advantage.
- Lending and relationship management experience to create a balance between loan risk and customer service.
- At least three (3) years' related experience in a micro finance institution.
- Have an excellent interpersonal, organizing and people management skills.
- Excellent communication and presentation skills, with reporting skills.
- Capability and willingness to take responsibility and highly developed sense of rectitude
- Ready to comply and live up to and in accordance with the organization Ideals and Core Values
- Be proficient in Microsoft office applications
- Able to plan and manage finances, including a basic understanding of accounting
- Be a good trainer, facilitator, mentor, and coach
- Very good communication and marketing skills
- Ability to work with multiple lines of business and departments within EDG

REPORTS TO: Managing Director

ECDC EDG offers Competitive Salary and Benefit Packages.

ECDC EDG is an Equal Opportunity Employer.

Send cover letter, along with resume, writing sample (a business plan or proposal), three professional references and salary requirements via fax at 1-703-685-4200, email at edghr@ecdinternational.org or mail to: ECDC Enterprise Development Group (EDG), Human Resources, 901 S. Highland Street , Arlington , VA 22204 .

Website: <http://www.enterprisedevelopmentgroup.org/>