



Position Title: Senior Director of Operations and Planning
Reports to: Executive Director
Location: Concord - Hybrid
Status: Exempt – Full time

[NH Community Development Finance Authority \(CDFA\)](#) supports the development of vibrant, resilient communities by providing financial resources to municipalities and nonprofits for activities that include but are not limited to affordable housing, job creation and retention, and community economic development projects. Specifically, CDFA manages the New Hampshire Community Development Tax Credit program, the federal Community Development Block Grant program, and Clean Energy programs.

Position Summary:

The Senior Director of Operations and Planning is a senior leadership position responsible for building the operational infrastructure, process systems, and cross-program coordination that will allow CDFA to grow sustainably through its most complex program period to date. The Senior Director works closely with the Executive Director to manage internal organizational priorities, mentor and support the director team, ensure that decision authority is clearly mapped and honored and to continue to build nimble documentation and systems that support our partners and mission.

Major Responsibilities/Essential Functions:

Organizational Operations and Decision Flow

- Develops and maintains a clear decision authority framework in partnership with the Executive Director and director team, defining what decisions are made at the program level, the Senior Director level, and the Executive Director level.
- Manages internal organizational cycles including annual planning, budget development coordination, board meeting preparation, and staff meeting cadence.
- Oversees the organization’s meeting architecture, ensuring that standing meetings serve their intended purpose and that agendas, materials, and follow-through are consistently managed.

Process Documentation and Systems Development

- Leads the organization’s process documentation initiative to maintain, strengthen and ensure accessibility to critical workflows, compliance procedures, and institutional knowledge.
- Partners with the Systems and Organizational Development Specialist to evaluate, improve, and implement technology and process solutions that increase organizational efficiency and reduce key-person dependency.
- Develops standardized program onboarding infrastructure so that new programs can be absorbed without requiring custom builds from scratch each time.

- Ensures that compliance documentation and audit-readiness processes are maintained consistently across programs, in coordination with the Director of Accounting and relevant program directors.

Director Support and Organizational Learning

- Serves as a mentor and thought partner to the director team — available for consultation on organizational navigation, decision-making, professional development, and program management challenges.
- Supports the Executive Director in organizational development activities, including staff engagement, performance management processes, and long-term succession planning.
- In partnership with the Director of Communications and Policy, helps steward CDFA's organizational culture and ensures that the values and collaborative ethos that define the organization are sustained through periods of growth and transition.
- Assists the Executive Director in preparing director and all-staff communications when significant organizational changes or new directions are being introduced.

Formalizes and Manages Technical Assistance Infrastructure for Rural Health Programs

- Provides strategic leadership in designing and overseeing an organization wide technical assistance (TA) infrastructure that supports grantees and partners in meeting complex federal compliance requirements.
- Integrates technical assistance into program design, application, award, and implementation phases of Rural Health Programs to proactively address compliance risk while supporting successful project delivery.
- Oversees and manages external TA providers, intermediaries, and consultants, ensuring quality control, regulatory accuracy, and alignment with equity and capacity building goals for Rural Health Programs.
- Uses results and feedback to continuously improve technical assistance programs to strengthen long-term grantee capacity.

Strategic and External Support

- Supports the Executive Director on strategic initiatives, including growth opportunity evaluation, new program planning, and organizational readiness assessment.
- Draws on deep knowledge of the New Hampshire community development, housing, and policy landscape to provide informed counsel and to support CDFA's external relationships where appropriate.
- Represents CDFA at external meetings, coalitions, and stakeholder conversations as designated by the Executive Director.
- Provides legal and policy guidance on program implementation, contracting, and organizational matters as appropriate to background and expertise.

Qualifications and Competencies

- Minimum of 15 years of progressively responsible experience in community development, housing, planning, public administration, or a closely related field.
- Demonstrated senior leadership experience, including management of staff and complex organizational relationships.
- Deep knowledge of the New Hampshire community development and housing ecosystem, including familiarity with relevant state and federal programs, funders, and stakeholders.
- J.D., M.A., M.S., Organizational Leadership degree or master's in business with experience in organizational management or equivalent advanced degree preferred.

- Experience with federal and state grant programs, compliance requirements, and quasi-governmental organizational contexts strongly preferred.
- Strong interpersonal skills and a collaborative, mentoring orientation toward colleagues and staff.
- Exceptional written and oral communication skills, including the ability to present effectively to boards, funders, and public audiences.
- Ability to speak with confidence and clarity and make professional presentations to a varied group of stakeholders.
- Excellent interpersonal and customer service skills, including problem solving and an approachable style.
- Ability to work independently and in a team environment.
- Ability to multitask, meet critical deadlines, and operate under pressure for rapid turnaround.
- Proficient in Microsoft Office products, email and other technology.
- Ability to periodically travel statewide.
- Possess a valid NH driver's license and a working vehicle with proof of insurance coverage.

Salary and Benefits

The salary range for this position is \$84,000 to \$123,000, based on relevant experience. CDFA employees have access to excellent benefits, including health, dental, vision, and life insurance. CDFA offers a flexible work environment with an opportunity for a hybrid schedule that includes working remotely and at CDFA's Concord office.

Equal Opportunity Employer

It is the policy of CDFA not to discriminate against any applicant for employment, or any employee because of age, color, sex, disability, national origin, race, religion, or veteran status. As an Equal Opportunity Employer, CDFA prohibits discrimination and harassment of any kind: CDFA is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment.

To Apply

Interested applicants should send a cover letter and resume to contact@nhcdfa.org. Applications will be reviewed on a rolling basis with priority given to candidates who submit by Friday, June 5, 2026.

Physical/Mental Requirements and Working Conditions:

This position is based in CDFA's Concord, New Hampshire office, with hybrid work flexibility consistent with CDFA policy. Some travel within New Hampshire is required for meetings, site visits, and external engagements. The position requires the ability to work at a computer for extended periods, communicate effectively in person and remotely, and occasionally lift materials up to 25 pounds.