



Position Title: Senior Director of Operations
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, GO-NORTH Rural Community Health Infrastructure Program (RCHIP) 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 project management 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 operations team, and to continue to build nimble documentation and systems that support our partners and mission.

Major Responsibilities/Essential Functions:

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 staff and our technology consultant 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, specifically GO-NORTH Rural Community Health Infrastructure Program 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 Finance Team and relevant program directors.

Contracting and Procurement Administration

- Oversees organizational contracting processes, including the development, review, execution, and management of vendor, consultant, subrecipient, and partner agreements with a focus on RCHIP.
- Establishes and maintains contract management systems to ensure timely renewals, deliverable tracking, and compliance with contractual obligations.

- Develops and implements procurement policies and procedures that support transparency, competition, risk mitigation, and compliance with federal and state requirements. Directly manages or supports procurement of services and goods for the organization. Coordinates with stakeholders as necessary.

Project Management and Reporting Oversight

- Oversees organizational reporting systems to ensure timely, accurate, and consistent reporting to federal and state agencies, funders, the Board of Directors, and other stakeholders.
- Develops standardized reporting frameworks, performance dashboards, and data collection processes that support organizational decision-making and accountability.
- Supports the Director responsible for project management in coordinating major agency initiatives, cross-functional projects, and program implementation efforts to ensure alignment with organizational priorities.

Federal Compliance and Risk Management

- Leads the development and maintenance of organizational systems that ensure compliance with applicable federal regulations, grant requirements, and funding agreements, building RCHIP systems.
- Oversees organization wide risk management activities, identifying operational, financial, legal, compliance, and reputational risks and developing mitigation strategies.
- Collaborates with the CFO and program leadership to ensure adherence to federal grant management requirements, internal controls, and audit standards.
- Monitors changes in federal regulations and funding requirements, recommending policy and procedural updates as needed.
- Coordinates organizational responses to audits, monitoring reviews, and compliance assessments and ensures corrective actions are implemented and tracked to resolution.
- Promotes a culture of compliance, accountability, and continuous improvement through training, guidance, and ongoing risk assessment activities.

Strategic and External Support

- Supports the Executive Director on strategic initiatives with a focus on RCHIP, 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, August 28, 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.