

Community First Financial Center

Position open: Director

Location: Washington, DC metro area

Start date: August 20, 2009

Interested candidates should contact Annie Betancourt Lord at alord01@yahoo.com

The Latino Economic Development Corporation (LEDC) of Washington, DC has created a social enterprise designed to meet the financial liquidity needs of low- and moderate-income families: Community First Financial Center (CFFC). CFFC's mission is to provide low- and moderate-income customers with transparent, reliable financial services that they need to support themselves and their families, at home and abroad. CFFC will achieve that mission by offering quality check-cashing, remittances, and other related services. As a for-profit subsidiary of LEDC[1][1], and located in the storefront adjacent to LEDC's office in Wheaton, CFFC will also provide its customers with immediate access to LEDC's comprehensive wealth-building services (including financial literacy education, homeownership counseling, and small business loans and technical assistance) that can help them meet their longer-term financial needs.

CFFC will meet low-income consumers where they conduct their financial business; it will provide transparent and reliable liquidity-based services valued by customers; and, in partnership with LEDC, it will provide customers with access to longer-term wealth-building services.

CFFC's Management Board seeks a Director to lead the business toward profitability and the successful achievement of its mission.

For the CFFC Director, flexibility will be an important quality. Running this business will be a dynamic task, and each day will be filled with a variety of duties, including managing a staff, completing company reports, training and assisting the tellers/customer service representatives with their duties, and supervising the day-to-day store operations. At times, you may work outside of the store visiting business partners, marketing the CFFC's services to the community, and seeking input from the community on needed products and services. The Director will be responsible for increasing the business's profitability through growth while insuring customer satisfaction and fulfillment of the mission.

This is an exciting opportunity to participate in the cutting-edge field of social entrepreneurship in the equally evolving financial services industry. The Director should think from his/her first day about innovative products and services to provide in addition to check cashing and remittances, provided they further its profitability as well as its mission.

Responsibilities

The Director will be responsible for:

- * Implementing the grand opening of the CFFC
- * Managing the day-to-day operations of the CFFC
- * Managing at least one full-time teller and up to 2 part-time tellers

- * Completing in a timely fashion all accounting, corporate, and financial record-keeping
- * Marketing the CFFC to attract customers and earn community goodwill
- * Ensuring the proper legal and ethical provision of services
- * Consulting and reporting to the Managing Board regularly and whenever concerns arise

Required Qualifications

- * Diploma from accredited 4-year college, with degree in business, finance, or related field
- * Understanding of financial services industry
- * Experience with check cashing or remittances services
- * 1 year experience in a customer service industry
- * Experience in marketing and advertising
- * Prior management or supervisory experience
- * Fluent speaker and writer in Spanish and English
- * Excellent verbal and written communication skills
- * Strong knowledge of business accounting and financial statements
- * Ability to work a fluctuating schedule including some Saturdays
- * Must be able to multi-task in a fast-paced professional environment
- * Excellent work ethic
- * Good computer skills
- * Reliable transportation to be used daily
- * Professional experience and conduct

Preferred Qualifications

- * Masters in Business Administration or related graduate degree
- * Commitment to financial stability and growth of low-income communities
- * Familiarity with political and socio-economic dynamics of low-income communities, particularly immigrants, in Maryland and the US

