



Title: Operations Manager
Department: Transportation Department
Reports to: Director of Joint EV Program
FLSA Status: Full-time, Exempt
Yearly Salary: \$85,101- \$95,402

About Community Housing Development Corporation

We strive to create vibrant communities by providing housing and supportive services. We aim to create a foundation for low to moderate-income individuals, families, and seniors to thrive. Our goal is to promote self-sufficiency and improve the quality of life within the communities we serve. CHDC is committed to building a staff that is rich in cultural, social, and experiential diversity.

Joint Program & DCAP Background

In 2015, CHDC expanded our services to help assist low-income families in accessing transportation services through our innovative [Driving Clean Assistance Program](#) (DCAP) in partnership with California Air Resources Board (CARB). The program offers financial counseling, down payment assistance, charging solutions, and access to fair lending options across California for income qualified participants to purchase new or used clean vehicles. Our projections show that our organization will serve over 12,000 low-income families within the next 36 months.

General Responsibilities

Under the supervision of the Director of the Joint EV Program, the Operations Manager will lead the development of systems and processes needed for the Joint Program to be successful. The Operations Manager will focus on systems and processes to support the engagement with participating vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions across the state of California. In addition, the Operations Manager will develop training materials and support the implementation of training for the participating groups listed above. All members of the DCAP team are expected to participate, and support as needed, outreach events in their local geographic area.

Responsibilities

- In collaboration with DCAP leaders, create program systems & processes specific to the participation of vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions.
- Gather feedback & input from participating vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions on program systems & processes and how to most effectively coordinate activities specific to the Joint Program.
- Design a web-based solution (portal) that meets the requirements of the Joint Program and participating vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions that support the implementation of the Joint Program.
- Ensure all transfer of information protects participant data and complies with the Joint Program's data security requirements.



- Design training materials to support participating vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions on the Joint Program and program processes.
- Create and document all formal Joint Program systems & processes in program manuals for participating vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions.
- In partnership with internal teammates, lead a subset of training & onboarding efforts for participating vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions on program processes.
- Continue to actively engage with participating vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions to gather feedback and make improvements to systems and processes as needed.
- Lead the development of relevant collateral promoting the joint program specifically for vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions on program policies.
- Support the project's evolution and growth by working with DCAP leaders to anticipate future changes- such as adding motorcycles to the program and adding the zero-emission battery project to the program.
- Support CARB-CHDC meetings, strategy sessions, and reporting as needed.
- Represent CHDC at relevant conferences and events if needed.
- Attend, and support, local outreach efforts specific to the Joint Program.
- Periodic travel to different locations in California to support the program and relationship building with partners, leaders, and residents.
- Other duties assigned.

Qualifications

- 3 years' experience in developing operational systems & processes
- 3 years' experience operationalizing systems & processes
- Proven track record of building relationships with internal and external stakeholders including vehicle dealers, vehicle dismantlers, vehicle towers, and credit unions
- Proven experience of designing and leading trainings
- Strong project management experience
- Experience working with technology teams and vendors
- Strong social skills and experience in partnership management and relationship building.
- Strong Microsoft suite experience.
- Possess a high degree of organization, ability to solve problems independently, and work with others in a congenial and collaborative manner.
- Excellent communication skills, both written and oral, including experience with public speaking and facilitating meetings and training.
- Ability to work flexible hours, and a willingness to travel as needed.
- A background clearance is required.



- Proof of full vaccination is required from Covid-19.

Physical Requirements

- Must be able to remain stationary for extended periods of time.
- Must be able to move throughout the office, access files, and meet with community stakeholders.
- Requires the mental acuity to perform the essential functions as outlined in an accurate and timely fashion.

How to apply:

CHDC career page: <https://communityhdc.org/volunteer-job-opportunities/>

Benefits:

Medical Insurance, Vision Insurance, Life Insurance, AD&D insurance, Paid Vacation, Paid Sick Days, Paid Holidays, 403 (B) Plan.