

**Ethiopian Community Development Council, Inc.**  
901 S. Highland Street, Arlington, Virginia 22204

**JOB ANNOUNCEMENT**

**Position:** Director of Field Office Operations  
**Reports to:** President and CEO  
**Status:** Full-Time/Exempt  
**Location:** Arlington, Virginia

**Job Overview:** The Director of Field Office Operations provides leadership, direction, mentorship, and management for ECDC's branch offices. The director will develop and manage policies, systems, and strategies that streamline internal operations and enhance fund development, strategic and sustainability planning in order to expand branch offices and ensure their financial strength, operational efficiency, and an organizational culture reflective of its multicultural staff and values.

**KEY RESPONSIBILITIES**

**Program Implementation and Financial Oversight**

- Responsible for the overall implementation of field office operations and delivery of high-quality programs and services.
- Provides regular technical support in program assessment and evaluation, training methodologies and materials development and Community needs assessments.
- Helps streamline and implement structures and roles that create efficiency, and support rapidly shifting resettlement program challenges.
- Works with branch office directors to cultivate and maintain strategic relationships with key partners.
- Ensures the preparation and submission of timely, articulate, and well-written progress reports, program reports, and donor reports that include outcomes, testimonials, and lessons learned.
- Serves as a "budget holder" for field programs and provides financial oversight, including ensuring appropriate and timely tracking, spending, compliance with financial rules and regulations governing them, and reporting of program budget.
- Approves program spending and new staff hiring according to approved budgets, program goals, and funding guidelines.

**Strategic Planning and Sustainability**

- Reviews branch office directors' strategic and development funding plans to meet their offices' programmatic and financial needs.
- Works with Director of Development and Communications to identify, pursue, and develop strategies for program expansion and sustainability.
- Helps develop and nurture relationships with stakeholders and ECDC partners, including local and federal governments, the private sector, civil and religious society to ensure successful program delivery.
- Supports branch office directors develop a clear vision and plan for each of their organizations that builds a collaborative, innovative, and successful office culture and work environment for their staff as well as community engagement and support.

- Evaluates overall performance of programs and finances by gathering, analyzing, and interpreting data and metrics on a quarterly basis.
- Works with branch office directors to improve and streamline operational systems, processes, and policies.

### **Supervision and Management**

- Manages branch office directors and operations teams through weekly meetings, including helping with hiring, capacity-building, and performance evaluations.
- Ensures ECDC branch offices have strong organizational, program, finance, and HR plans and policies in place that are implemented in an appropriate and timely manner.
- Provides timely feedback to improve office operations and/or program delivery, including sharing trends and relevant current thinking.
- Creates opportunities for shared learning opportunities across branch offices.
- Develops and shares best practices and standards for branch offices.
- Reviews and approves partnership agreements and contracts.

### **QUALIFICATIONS AND COMPETENCIES**

- Master's degree in Public Policy, Public Administration, Non-profit Management or relevant field; or 5-10 years of related training and experience required.
- Minimum of 5 years of leadership experience in non-profit environment, including human resources, budget, strategic and sustainability planning and fund development experience.
- Ability to work effectively across diverse and even competing agencies/people, ranging from funders and policymakers to local partner organizations.
- Excellent ability to negotiate with internal and external stakeholders and to bring in allies from across diverse communities desired.
- Demonstrated knowledge of organizational and human resources policies and procedures.
- Experience managing and developing a high performing team with the ability to lead and motivate others in both management and support roles.
- Exceptional verbal and written communication abilities with a focus on communicating complex resettlement/integration policy issues with clarity that inspire action.
- Demonstrated experience in reporting on progress with respect to organizational leadership, donors and other stakeholders.
- Demonstrated experience conducting effective financial affairs, including managing grants from major government and institutional donors.
- Knowledge of domestic refugee resettlement, overseas refugee processing, or refugee and immigration policy issues.

**BENEFITS.** ECDC offers an excellent benefits package including health, dental, life and disability insurance, paid holidays, vacations and sick days as well as a generous retirement plan.

**TO APPLY.** Submit by fax, mail, or e-mail: (1) a cover letter; (2) a résumé; and (3) a short writing sample (2-3 pages) solely authored by the candidate; (4) three professional references; and (5) salary requirement via email to [hr@ecdCUS.org](mailto:hr@ecdCUS.org). No telephone inquiries, please.

**ECDC IS AN EQUAL OPPORTUNITY EMPLOYER.**