



THE FOUNTAIN FUND

Job Announcement: Senior Manager of Data and Operations, HQ

Job Title: Senior Manager of Data and Operations

Collaborating with: Director of Lending, Site Directors in multiple locations

Reporting to: Executive Director

Location: HQ, Charlottesville VA

Compensation: Starting salary range: \$75,000-\$90,000

Full-Time: 100%, 40 hours per week

Benefits: Medical / Dental paid in full, vacation and sick leave, disability and life insurance, retirement plan

OVERVIEW OF THE FOUNTAIN FUND:

The Fountain Fund unlocks economic opportunity by helping formerly incarcerated people to remain in their community and improve their lives. Our low-interest loans help our Client Partners achieve their self-determined goals, such as securing stable housing and transportation, furthering their education, building credit, or starting a business. Since our founding in Charlottesville (VA) in 2017, we have built a multi-million dollar loan portfolio which now empowers more than 1,000 Client Partners across five lending sites, including Charlottesville, Richmond, New Orleans, Philadelphia, and Boston. With the support of this critical hire, we are poised to continue driving meaningful change in these communities and beyond.

SENIOR MANAGER OF DATA AND OPERATIONS POSITION:

We are seeking a systems-minded and collaborative leader to serve as our Senior Manager of Data and Operations (SMDO). Reporting to the Executive Director, The SMDO's primary responsibility will be to renovate and own our data systems. This will entail managing and supporting data collection, ensuring data integrity, and facilitating analysis across loan markets.

During the first 6-12 months, the role will work in collaboration with leadership, staff, and external partners to co-design and implement an upgraded data system. When in place, this system will allow us to better track and analyze Client Partner engagement, make more strategic, data-driven decisions, and highlight the efficacy of our unique model. Additionally, the SMDO will collaborate across the team to strengthen and manage financial systems and administrative processes.

For a mid-career professional who is experienced in systems thinking, thrives in collaboration, and has a passion for justice, this is a singular opportunity to **help elevate our community**,



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KEY RESPONSIBILITIES:

Data System Development and Ongoing Implementation (~60-75% of time)

- Co-design and co-build new data systems with input from staff and external partners; lead rollout, documentation, and team training
- Own data quality management; support accurate and consistent data entry by coaching frontline teams and providing clear guidance on fixes
- Build out an organizational dashboard and tailored reports for the leadership, lending, development, and program teams
- Launch and manage new end-of-loan survey for Client Partners; monitor response rates, analyze results, and feed insights into program improvements
- Establish a data-reflective culture focused on continuous improvement

Operations Streamlining and Management (~25-40%)

- Coordinate various cross-functional projects to streamline administrative, financial, and technology systems
- Maintain data consistency across systems, including reconciliations between internal systems
- Process loan disbursements, accounts payable, and oversee system integration of loan tracking software and Quickbooks to ensure clean monthly reconciliations
- Analyze and present financial reports for internal and external audiences with high standards for accuracy, timeliness, and comprehensibility
- Oversee IT operations and manage vendor relationships for IT services and hardware

WHAT WE'RE LOOKING FOR:

- Passion for The Fountain Fund's mission, interest in being involved in a growing and learning organization, and commitment to building successful partnerships across diverse teams.
- 3-5 years of work experience, ideally in quantitative roles interfacing with data systems
- Track record of leading, managing, and coordinating cross-functional teams; strong communication and project management skills
- Data fluency: Hands-on data analysis; designing clear dashboards and reports
- Organized and self-motivated, with meticulous attention to detail
- Familiarity with accounting or lending portfolio analytics is a plus
- Ability to be direct and treat others with dignity and respect at all times



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WHAT WE OFFER:

- Competitive salary of \$75,000-\$90,000 based on experience and qualifications, and a generous benefits package that includes health insurance, life insurance, a retirement plan, and paid time off.
- A collaborative and supportive work environment with opportunities for professional growth.
- The chance to make a tangible impact in the lives of formerly incarcerated individuals and their communities.

LOCATION:

Given the importance of building relationships with leadership and team, we have a strong preference for candidates living within commuting distance to Charlottesville or willing to relocate (the role typically involves three days per week in the office). We will consider remote candidates open to periodic travel to Charlottesville, VA.

TO APPLY:

The Fountain Fund is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all employees. Candidates from historically underrepresented communities are strongly encouraged to apply.

To apply, please email your resume and a brief cover letter detailing your interest in the role as a single PDF titled "Firstname_Lastname - SMDO Candidate" to HireMe@FountainFund.org.

Interested candidates should apply by 5pm ET on Tuesday, November 11, though applications may be accepted and evaluated on a rolling basis until 5pm ET on Tuesday, November 18th.