



Chief Operating Officer

Full-time 40 hrs/week | Southern CA (San Diego preferably): Hybrid

www.accessity.org/accessity-careers

About Accessity:

The mission of Accessity is to open doors of financial opportunity to those with historically less access to capital and business support: entrepreneurs of color, women, immigrant, and low-to moderate-income entrepreneurs, enabling them to build a prosperous business and livelihood for their families, while also strengthening our communities with job retention/creation. With headquarters in San Diego, Accessity is a certified Community Development Financial Institution that offers small business loans up to \$150,000 and access to a community of support to small business owners across Southern California (San Diego, Los Angeles, Orange, San Bernardino, Riverside and Imperial Counties). Please visit www.accessity.org for more information.

Job Overview:

Reporting directly to the CEO, the Chief Operating Officer (COO) will serve as a strategic partner and second-in-command, helping lead Accessity into its next phase of growth and impact. The COO will drive operational excellence, team leadership, and cross-functional execution—ensuring Accessity delivers on its mission while meeting performance and sustainability goals.

We are seeking a dynamic, mission-aligned leader with deep Southern California ties, a proven track record in operations, team development, and small business finance, and a passion for equity-centered systems change.

This role seeks a leader who is:

- mission-driven and goal-oriented,
- comfortable in a fast-paced environment and flexible with change,
- passionate about building high-performance teams and culture,
- equipped to lead a responsible growth platform in support of long-term sustainability

Responsibilities:

- Assist CEO with leadership of organizational strategic target market goals and mission/culture collaboratively with the Accessity Board of Directors.
- Communicate and role model in a dynamic and inspiring fashion Accessity's mission, culture and goals/vision internally as well as externally to community partners across SoCal community footprint.
- Represent Accessity with external constituencies, and contribute respected micro-enterprise thought leadership at Regional, State, and National levels, including the Non-Profit CDFI industry network.
- Lead/manage all revenue and operational execution aspects of the organization, including fundraising and associated public/private community partner relationships, revenue and expense budget/goals attainment, innovative loan program development, loan production and portfolio quality, risk (including legal/regulatory compliance) and human resources including team/staff development.
- Assist CEO with leadership and management of:
 - A dynamic and growing organization with ~35 passionate team members across 6-county Southern California region (~75% in San Diego).

- Fundraising strategy/execution for private sector corporate, foundation and individual donors, as well as public sector grantors at all levels (Municipal, State and Federal).
- Innovation in program and organizational development, including product development, community partnerships, technology, efficiency execution, financial self-sufficiency and staff education/training.

Qualifications Include:

- Bachelor's degree in business or related field; advanced degree preferred
- 7+ years of senior/executive level experience in banking, credit acumen, finance or small business micro-lending (all 4 preferred).
- 7+ years of demonstrated successful sales/growth management experience in a regulated industry environment with risk-impacted multi-year profit fulfillment business model.
- 7+ years of team/people management and leadership experience
- Leader with:
 - Proven track record of successfully managing process improvement and internal controls in a similarly sized and similarly complex organization.
 - History of developing and leading successful teams in dually results-driven and mission focused environments.
 - Proactive self-starter with strong organization and prioritization skills
 - Innovator with a strategic growth mindset who can be nimble and flexible as economic conditions and organizational priorities change
 - Strong entrepreneurial spirit and passion for small businesses
 - Strong data analysis skills and experience in making data-driven decisions
 - Strong internal/external audience presentation capability, including ability to represent organization in multi-channel media and public/private-sector event/environments.
 - Foundational knowledge of lending platforms and/or other CRM systems

Preferred:

- Advanced Degree in Business or related field
- Experience working across the Southern California marketplace
- Bilingual fluency in English and Spanish
- Prior experience in a CDFI or nonprofit lending institution.

Knowledge, Abilities, Skills:

- Knowledge of government and community public relations principles.
- Knowledge of marketing in a multi-year revenue profit fulfillment business model.
- Knowledge of working in a regulatory compliance/risk environment.
- General knowledge of GAAP and Governmental Accounting Standards in a non-profit environment.
- Knowledge of preparation and management of multiple revenue-source budgets.
- Knowledge of statistical analysis techniques and reporting procedures.
- Ability to work collaboratively with CEO and governing Board of Directors.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds.
- Ability to interpret applicable public sector regulations, laws and requirements.
- Skill in strategic planning and fiscal management.
- Skill in preparing, reviewing, and analyzing operational and financial reports.
- Skill in providing leadership, supervision, training, and evaluating assigned staff.

- Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.

Considerations: Exempt position requiring the ability to work some irregular hours, including evenings and weekends for community partner-related events. Must have own transportation due to required local, regional and occasional national travel.

Benefits/Pay:

We offer an inviting work environment with a culture that values diversity and inclusion, innovation, integrity, ethics, and offers a competitive pay and benefits package. Our team is driven by our mission to create economic justice for all.

- Medical/Dental/Vision/Chiropractic/Acupuncture Packages
- Employee Assistance Program and Hotline
- Aflac supplemental insurance
- 403 B retirement plan with company match
- 13 paid holidays
- Paid time off (PTO/Vacation)/Sick package
- 1 Birthday & 1 volunteer paid day off
- Term life/disability insurance
- Company-paid training and professional development
- Cell phone/internet stipend

The salary range for this position is between \$150,000 and \$169,000 (commensurate with experience).

Work Environment:

This position is a full-time Exempt position and Southern California based. Currently, Accessity staff is working in a hybrid office and remote environment (subject to change).

Physical Demands:

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; and talk or hear. The employee occasionally is required to stand, walk and reach with hands and arms.

To Apply:

Please email your cover letter and resume to hrrservices@accessity.org. Due to the high number of applicants for this position, we will only be able to personally contact those that hiring team selects to interview.

Accessity is an equal opportunity employer.