



Product Operations and Disbursement Manager

About Community Financial Resources

Community Financial Resources (CFR) is a national fintech nonprofit working to advance financial well-being and economic justice for low-wealth communities. Through a growing network of 100+ partners, CFR delivers safe, affordable financial products and tools that respond to the realities of systemic exclusion and financial instability.

Our work includes a prepaid debit card, credit-building products, financial coaching technology, and systems that support guaranteed income and cash transfer programs across the country.

The Role

The Product Operations and Disbursement Manager is responsible for ensuring that our financial products and disbursement programs run accurately, reliably, and with integrity.

This role sits at the intersection of product operations, disbursement, and data. You will oversee execution of disbursements, manage product operations, and provide product support for CFR operations and partnerships. This is a hands-on role for someone who thrives in detail and cares deeply about building systems that work for people navigating financial stress.

What You'll Do

Product Operations & Vendor Management

- Support daily operations of CFR's financial products, ensuring consistent, accurate functionality.
- Support partner onboarding and product setup, including maintaining clean system configurations and naming conventions.
- Regularly test CFR products from the end-user perspective to inform improvements.
- Maintain and update internal operational documentation (e.g., Product Ops Playbook, FAQs, process plans).

Disbursement Operations

- Lead day-to-day operations across all CFR disbursement programs
- Build, submit, and reconcile disbursement files; monitor processing, posting rejects, reversals, and account status issues.
- Maintain clear documentation of payment activity, anomalies, and resolutions.

Partner Support, Training & Resources

Collaborate with Partner Program Manager to:

- Provide high-quality product- and disbursement-related partner support.
- Support partner trainings across CFR products (Focus Card, savings accounts, MoneyGoals, credit-building tools).
- Improve Partner Center resources including tools, guides, and process maps as programs evolve.

Reporting & Data Stewardship

- Upload and manage monthly data feeds from financial partners into CFR systems.
- Produce data reports for partners.
- Support monthly reporting tied to product and program performance.
- Contribute to the development of future reporting infrastructure (e.g., CFR portal, Tableau).

Who You Are

- Strong operational judgment and are comfortable working with financial products and systems, and data.
- Detail-oriented without losing sight of the human impact behind the numbers.
- Communicate clearly, document thoroughly, and know when to escalate.
- Value collaboration and understand that sustainable systems require shared ownership.
- Deep commitment to equity, inclusion, and CFR's mission of expanding financial access.

Salary & Benefits

- Full benefits package with 100% coverage towards medical, dental and vision plans
- Generous PTO, holidays (12 days), two holiday breaks (between Christmas Day and New Year's Day and the week of the Fourth of July), sick leave (5 days), early Friday closures
- Support for professional development opportunities
- The pay scale ranges between \$83,000 - \$88,000 (DOE)

Location

This is a 100% remote position.

Your Next Step

If this opportunity sounds like it's for you, please submit a PDF of your resume and answer the following question "Why are you interested in working with Community Financial Resources?" (150 words) to jobs@communityfinancialresources.org with the position in the subject line. Applications without responses to the question will not be considered. A cover letter is not necessary.

Equal Employment Opportunity

CFR is committed to attracting, developing, and retaining exceptional people, and to creating a work environment that is dynamic, rewarding, and enables each of us to realize our potential. Our work environment is safe and open to all employees and partners, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, and all other classifications protected by law in the locality and/or state in which you are working.

To learn more about Community Financial Resources, please visit

www.communityfinancialresources.org.