



Position: Community Development Officer
Reports to: Director of Lending and Consulting
Department: Program
Location: San Francisco, California
Position type: Full-time, Exempt
Start Date: Spring 2021

Working Solutions (www.workingsolutions.org) is a certified, nonprofit Community Development Financial Institution (CDFI) that supports San Francisco Bay Area entrepreneurs to start and grow thriving local businesses. Working Solutions is the *First to Believe* in start-up and early-stage businesses by providing diverse entrepreneurs with affordable capital, customized business consulting, and community connections to increase economic opportunity. We provide loans of \$5,000 to \$50,000, small business grants (when available through partnerships), and up to five years of free, post-loan business consulting. Our priority populations are lower-income individuals, women, and entrepreneurs of color. Working Solutions has invested over \$31 million in loans and grants in local small businesses, and we have educated thousands of entrepreneurs, resulting in many local jobs. Working Solutions has a growing team of 18 full-time employees with headquarters in San Francisco and remote staff.

Position Overview:

The Community Development (CD) Officer will be responsible for: (1) cultivating partnerships in communities that Management prioritizes to increase visibility and generate lending leads; (2) cultivating new loan requests from inquiry to completed application; and (3) developing a cluster of subject matter experts (SME) who will be available to support existing clients with specialized business management mentoring. This person must have basic knowledge of finance and the financial industry and they must also be an effective communicator. The CD Officer will be expected to be a change agent who is passionate about advocating for marginalized communities in underserved areas.

Key Duties:

- Maintain existing referral and partner relationships.
- Refer and track prospective borrowers to our Lending team.
- Engage public and private community partners, civic organizations, trade organizations, businesses, education centers, and financial institutions to build and maintain client referrals in all nine Bay Area counties: San Francisco, Alameda, Contra Costa, Solano, San Mateo, Santa Clara, Sonoma, Napa, and Marin.
- Cultivate new lead referrals to enhance conversion rates from loan inquiry to completed loan application package.
- Provide occasional support to Lending team to expedite processing of applications.
- Maintain partnership calendars to track our visibility and impact.
- Build internal networking opportunities for existing clients.
- Engage in public speaking and participate in networking events.
- Record data and report to appropriate parties as instructed.
- Foster peer-to-peer networking opportunities to support clients and to generate referrals.

**Required Qualifications:**

- Bachelor's degree or 4+ years of work experience in lieu of degree required
- 4+ years of work experience in nonprofit or community development, microfinance, small business, or related work
- Basic knowledge of finance and acumen for reviewing and analyzing financial statements
- Effective communicator with cultural competency to connect with a diverse audience
- Superior written and verbal communication skills required with emphasis on clarity, conciseness, and relevance
- Strong presentation skills
- Strong customer service and relationship building skills
- Self-starter with ability to work independently; values communication to keep in touch with team and larger organization
- Values data and focused on tracking outputs and outcomes via Customer Relationship Management (CRM) platforms
- Demonstrates sound judgment and effective decision making
- Experience with nonprofits and/or in the Community Development Financial Institution (CDFI) industry highly preferred
- Experience with entrepreneurship, microfinance, social enterprise, program development and evaluation, and/or small business is a plus
- Strong interpersonal skills and a high degree of self-awareness with a flexible growth mindset will support a strong culture fit
- Bilingual competency in Spanish language highly preferred

Salary Commensurate with Experience

Excellent Benefits: Including but not limited to medical, dental, vision, 401(k), commuter checks, and generous holidays.

Application Deadline: Open until filled.

Please email résumé and cover letter with the subject line "CD Officer" to jobs@workingsolutions.org.

No phone calls please.

Working Solutions is an Equal Opportunity Employer.