



The National Development Council
Small Business Lending
Program Manager - Operations

Organization: The National Development Council

The National Development Council (NDC) is the oldest and most innovative national non-profit community and economic development organization in the United States. NDC was founded in 1969 with a mission of increasing the flow of capital for investment, jobs and community development to underserved urban and rural areas across the country. NDC Small Business Lending (SBL) is a leader in identifying gaps in capital availability in underserved markets, and has worked for decades to craft and implement impactful financing solutions for small businesses and non-profits serving communities of color and low income. For additional information about NDC, please visit <http://www.ndconline.org>.

Position: Program Manager – Operations

The Program Manager will work independently, with NDC staff and with external partners and clients to develop and deliver NDC's core small business lending services, including operationalizing expanded opportunities for small business/non-profit access to capital, interfacing with lenders/investors, and coordinating expert small business technical assistance. Our highest priority is, in a responsible sustainable manner, to maximize our impact on mitigating racial and economic inequalities by providing access to capital and technical assistance to low-income entrepreneurs, minority/woman-owned businesses and non-profits that serve communities of color and low-income. The Program Manager position will combine program and transaction management, portfolio strategy development and implementation, project management, staff/client training, and programmatic compliance and reporting, as well as investor/client-facing management of financing products and projects that revitalize under-served communities and foster sustainable economic equality and growth.

NDC seeks to add a full-time Program Manager who will focus on small business-centric program management of multiple NDC financing initiatives operating in priority and client communities across the United States. The ideal candidate is a capable, experienced, vibrant and engaging professional with excellent organizational and implementation skills, who is customer-obsessed, shares NDC's mission, and will excel within an entrepreneurial culture. Ideal candidates will have an ownership mentality and be committed to excellence, providing expertise, vision, leadership and exceptional communication and technical skills in delivery on NDC's mission. The Program Manager will work with senior management to design, organize and implement new programs (and review/update existing ones) within our strategic framework for impact and excellence, and be primarily responsible to internal and external stakeholders for the day to day management of the those program operations. The position will require travel.

Essential Duties and Responsibilities:

Program Management

- Manage all aspects of a varying number of simultaneous complex programs and projects on demanding timeframes.
- Work collaboratively with internal stakeholders and cross-functional partners to create strong processes, tools and systems to execute on short and long-term strategies and enable NDC small business assistance initiatives to scale with speed and quality.
- Work with various internal NDC divisions to ensure compliance requirements are met for the wide range of project types involving multiple partners and funding sources.



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- Enhance department and organization reputation through product excellence.
- Contribute information and recommendations to strategic plans and reviews to achieve operational objectives; determine system improvements and implement change.
- Set, manage and continually communicate expectations, requirements and status of projects to key business partners – both internal and external.
- Create, innovate and implement a relevant system of metrics to plan, manage, measure and evaluate performance, impact and compliance.
- Prepare and present high level presentations, proposals and analysis summaries to senior level executives.
- Represent NDC's programs and services for practical application; establish and maintain relationships with professional colleagues, client communities, public officials, developers and representatives from private and public financial organizations.

Basic Qualifications:

- Relentlessly high standards and attention to detail.
- Responsible independent worker and reliable team player, missioned aligned with the National Development Council.
- A bachelor's degree in public or business administration, finance, project management, real estate development or other related fields. Master's degree in a related field preferred.
- Core competency (and/or at least five years of increasingly responsible experience) with financing, project management, resource management, economic development, community development.
- Comfortable operating on both the strategic and tactical levels, simultaneously acting as an internal ambassador, educator, analyst, solutions architect and implementer. This is a very "hands on" position.
- Proficient with productivity and database software (including Microsoft Excel, Outlook, Word, PowerPoint, and SharePoint. NetSuite, CRF intake, and/or SPARK underwriting platforms competency are all a plus.
- A highly creative problem solver with strong interpersonal skills; excellent customer experience intuition.
- An extensive working knowledge with the principles and practices of business and real estate credit.
- A solid working knowledge of existing economic development and technical assistance resources commonly used in small business development.

Preferred Qualifications

- A track record of delivering high-quality [preferably small business financing/funding] projects in an atmosphere where speed, flexibility and heavy workload are the expected norm.
- Highly energetic self-starter who sets aggressive goals and consistently gets results and is able to work both independently and collaboratively within a team as projects dictate.
- Superior communications, presentation, analytical and problem-solving skills, with demonstrated ability to understand the audience and customer.
- Experience developing and implementing process improvements to streamline projects.
- Demonstrated ability to think strategically and successfully execute tactics.
- Ownership mentality, willing to raise their hand and take on whatever is needed to achieve objectives.

Submit a cover letter and resume to careers@ndconline.org. Competitive salary commensurate with experience. Comprehensive benefits package. NDC is an Equal Employment Opportunity employer.