



**The National Development Council
Small Business Lending
Program Manager**

Organization: The National Development Council

The National Development Council (NDC) is the oldest 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 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

NDC 's Small Business Lending team is expanding! NDC's Community Impact Loan Fund continues to create and participate in innovative financing solutions for small businesses and non-profits in our target markets – entrepreneurs of low income, Minority and Woman-owned enterprises, and non-profits that serve communities of color and low income. Our highest priority, in a responsible sustainable manner, is 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 will work independently and with the team and throughout the organization to develop and deliver NDC's core small business lending services, including creating and operationalizing expanded opportunities for small business/non-profit access to capital, and delivering expert small business technical assistance and capacity building insights. The Program Manager position will combine program and transactional management, portfolio strategy development and implementation, project management, team leadership, staff/client training, and programmatic and client-facing communication for 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 effectively and efficiently delivering our small business-centric financial resources in our target markets. The position will be responsible for program development and management and product lending activity in priority and client communities across the United States. The ideal candidate is an experienced, vibrant, and engaging professional with excellent organizational and implementation skills, who is customer-obsessed and will excel within an entrepreneurial culture. Ideal candidates have a Project Management, banking, and/or community or economic development background, an ownership mentality, and are ready willing and able to provide expertise, vision, leadership, and exceptional communication skills to delivering on our mission. The Program Manager will work with the Team to propose, design, and organize new programs or review and update existing ones within our client communities' strategic framework. The responsibilities of the position will span operations in our three continental time zones and in "normalized" post-Covid times, the position will require travel.



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Essential Duties and Responsibilities:

- Manage all aspects of a significant volume of simultaneous complex small business assistance programs on demanding timeframes.
- Work closely with NDC CILF management and NDC staff, our bank, funding and community partners, and business leaders to develop and execute on short- and long-term strategies to assist those in our target markets.
- Work collaboratively with internal stakeholders (including the Small Business Lending Team, the Financial Management Team, and NDC Field Staff) and cross-functional partners to create strong processes, tools and systems to enable NDC's Small Business Lending initiatives to scale with speed, quality, and equity.
- 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.
- Prepare and present high-level presentations, proposals and analysis summaries to senior level executives – both internal and external.
- Implement and document controls and processes to manage the transfer and sharing of data.
- Other special projects as assigned.

Ideal Candidates Will:

- Be highly creative problem solvers with strong interpersonal skills and excellent customer experience intuition.
- Have a track record of delivering high-quality projects in an atmosphere where accuracy, speed, flexibility, excellent 360-degree communications and heavy workload are the expected norm.
- Be highly energetic self-starter who sets aggressive goals and consistently gets results and can work both independently and collaboratively within a team as projects dictate.
- Be comfortable and capable with big-picture program development/implementation issues as well as self-directing execution of day-to-day operational tasks.
- Work exceptionally well as part of a small, committed team and be an equally effective independent worker.
- Enhance department and organization reputation by accepting ownership for accomplishing new and different requests.
- Contribute insight, information and recommendations to strategic plans, implementation strategies and programmatic design & reviews to achieve operational objectives; determine system improvements and implement change.
- Represent NDC's programs and services for practical application; establish and maintain relationships with professional colleagues, client communities and our bank and funding partners, public officials, and representatives from private and public financial organizations.



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Basic Qualifications:

- A bachelor's degree in public or business administration, finance, planning, real estate development or other related fields. Master's degree in a related field highly preferred.
- At least five years of increasingly responsible experience with program or project management, economic development and/or community development.
- Comfortable operating on both the strategic and tactical levels, simultaneously acting as an internal ambassador, educator, analyst, solutions architect and implementer.
- Proficient with productivity software, including Microsoft Outlook, Word, Excel, PowerPoint, SharePoint. Facility with NetSuite, Spark, Fluxx, ZoomGrants (or similar platforms) a plus.
- Superior communications, presentation, analytical and problem-solving skills, with demonstrated ability to understand the audience(s) and customer(s).
- Experience developing and implementing process improvements to streamline programs.
- Demonstrated ability to think strategically and successfully execute tactics.
- Ownership mentality willing to raise their hand and take on whatever is needed to achieve the organization's objectives.
- Relentlessly high standards and attention to detail.
- An extensive working knowledge with the principles and practices of business credit.
- A solid working knowledge of existing small business assistance strategies and economic development resources.

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.