

**Justine PETERSEN Housing and Reinvestment Corporation**

**Title: Business Assistance Manager**

**Reports to: Chief Partnership Officer**

**Manages: Business Assistance Associate**

**Job Description:**

As part of the Business Assistance team you will ensure that our small business borrowers not only receive the loan capital they need, but have access to targeted technical assistance (TA) services necessary for growth. You will be integral in developing and implementing our systems for assessing TA needs, conducting annual site visits, and collecting updated business documentation to keep borrowers in good standing on their loan. You will engage directly with clients and with JP staff across departments.

**Job Responsibilities:**

- i. Manage and Provide Post-Closing Technical Assistance
  - a. Manage annual schedule, providing monthly outreach activities to Business Assistance team
  - b. Update and streamline documentation materials to meet needs of each loan type
  - c. Develop messaging to share with borrowers about post-closing expectations
  - d. Improve and implement a system for coordinating with other departments to ensure streamlined client communication
  - e. Work with a team to ensure that all small business borrowers with loans over \$50K have an annual site visit and are in compliance with required annual document submission
    1. Manage and ensure collection of annual review documents
    2. Manage and conduct annual site visits for loans over \$50K
    3. Manage loan risk rating process for all loans
    4. Ensure complete documentation in TEA and other systems
  - f. Identify TA needs of borrowers, help problem-solve and diagnose daily operations issues
  - g. Review business plans from borrowers, make comments, and ensure business plan completion.
  - h. Assist Borrowers to follow and adjust business plan and manage cash flow and the financial operations of a business
- ii. Assist with start-up and operations of “The Paperwork People”
  - a. Identify JP borrowers in need of bookkeeping support
  - b. Onboard new bookkeeping clients and assist them to organize financial records
  - c. Liaise clients and accounting consultants, providing back-up support as necessary
- iii. Create and Implement Business Technical Assistance Assessment
  - a. Create, test, and improve process to assess business owners’ technical assistance needs
  - b. Identify technical assistance providers and establish maintain relationships to support referrals
  - c. Refer JP Borrowers to outside Technical Assistance providers and track outcomes of assistance provided.
  - d. Create system to document TA assessment, referral, and outcomes of TA provided. Ensure activity is fully documented in system.
- iv. Manage staff to promote stellar customer service and efficient and effective service delivery
  1. Work with staff to ensure performance goals are met
  2. Support employee development and growth
  3. Provide job training and connection to professional development opportunities
- v. Support new programming as directed.
  1. Recruit for and implement new programs as opportunities develop.
  2. Provide additional support as necessary

**This job might be for you if:**

Have a friendly and patient attitude toward clients and staff is a must.

You think on your feet. You like learning new things, and you can learn them quickly. When things change, you know how to roll with the punches.

You are a problem solver. You might not know the answer yourself, but you're going to figure it out.

You pay attention to details. As far as you're concerned, anything worth doing is worth doing right, every single time. You stay focused, and nothing falls through the cracks on your watch.

You communicate clearly. You can explain just about anything to anyone, and you're comfortable communicating via email and on the phone.

You can work in an open and lively office.

You love working with people, you're methodical, and friendly. You take pride in moving things to completion.

You have at least three years of relevant experience and are able to read and understand business financial statements

**How to apply:** Email your resume and cover letter to [CStuhl@justinepetersen.org](mailto:CStuhl@justinepetersen.org). In your cover letter, please provide a roadmap for your resume and experience: What parts of your resume should we pay particular attention to? Why are you a great fit for this position? In particular, we would like to know about your experience working with small businesses, providing excellent customer service, and demonstrating superior attention to detail.

Full-time position

Job location: St. Louis Office

Salary Range: \$50,000-\$65,000, based on experience

Please visit our website at [www.justinepetersen.org](http://www.justinepetersen.org). EOE