

Justine Petersen Housing and Reinvestment Corporation
Program Manager
Report to Chief Operating Officer



Justine Petersen Housing and Reinvestment Corporation’s mission is to connect institutional resources with the needs of low- to moderate-income families so they can build long- term assets. Justine PETERSEN (JP) achieves this goal through its products, which include credit building and financial education, homeownership preparation and retention, and micro-enterprise lending and training. Our people-centered financing breaks barriers and economic divides by building equity, wealth, and financial freedom for diverse families and neighborhoods. JP is a Missouri not-for-profit 501(c)(3) corporation and wholly owns a Community Development Financial Institution (CDFI), certified by the U.S. Department of Treasury.

Key Responsibilities

Promote excellence in all things credit building. Ensure Justine PETERSEN remains an industry leader in providing unparalleled credit building services to clients. Manage Credit Building Nation and all credit building grants.

Job Duties:

- I. Innovate, measure outcomes and make iterative changes based on evidence-based practice to propel the My Credit Compass pilot program (<https://www.mycreditcompass.org/>).
 - a. Expand enrollment through local and national partnerships
 - i. Engage JP team and others to identify prospective referral partners
 - ii. Energize JP staff and external partners to make quality referrals
 - iii. Map and clearly communicate the enrollment process based on partner capacity
 - iv. Engage partners regularly to promote consistent referrals and address all enrollment barriers
 - b. Manage consultant relationships to enhance program functionality
 - i. Assess program technology needs through communication with internal staff, program partners and program participants
 - ii. Make recommendations for technology improvement to consultants and manage implementation
 - c. Measure client outcomes to promote client success
 - i. Analyze client data monthly to monitor client progress
 - ii. Work with consultants to build out additional tools to further analyze client progress
 - iii. Engage program participants, JP staff, partners and others to collaboratively identify and determine opportunities for program improvement
 - d. Implement iterative program changes to promote client success
- II. Develop and manage local and national partnerships for Credit Building Nation (CBN)

- a. Cultivate and maintain expertise in credit building trends and practices at a local and national level
 - b. Oversee day-to-day Credit Building Nation operations in accordance with policies and procedures
 - c. Provide and manage credit building training to all Credit Building partner staff
 - d. Monitor JP progress on Small Dollar Loan goals. Coach internal staff and external partners to exceed goals.
- III. Other duties as assigned
- a. Manage a Program Associate that works on CBN and other asset building programs
 - b. Work with Resource Development Team to augment and keep fresh credit building content on JP websites and social media:
 - i. <https://creditbuildingnation.org/>
 - ii. <https://justinepetersen.org/what-we-do/credit-building/>
 - iii. <http://jptrainingcenter.org/#/home>
 - iv. <https://www.mycreditcompass.org/>

This job might be for you if:

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 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're a self-starter. You are self-confident. Armed with knowledge of your job and organization you are always looking to make things better for your clients and team.

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

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 believe that a holistic people-centered asset building approach can make a visible difference in the lives of diverse families. You embrace that building credit by accessing and managing financial products is a powerful way to build assets, especially for low-income people. You know the basics about credit cards, credit reports and scores, and you are keen to learn more.

Salary Range: \$75K - \$85K

How to apply:

Email your resume and cover letter to Gerlinda Ralliegh (gralliegh@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 experiences supervising staff, managing a team, and achieving goals.

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