



JOB DESCRIPTION

Job Title: Business Operations Assistant **Reports to:** VP, Business Solutions
Salary Grade: 5 **FLSA Status:** Non-Exempt
Location: Raleigh Main Office/Hybrid **Prepared:** August 2021
Remote (Based in North Carolina)
Flexible Hours per Week: 20 hours per wk **Mon.-Frid.:** 5 hours per day

Who we are: Carolina Small Business Development Fund (CSBDF) is a nonprofit and certified community development financial institution (CDFI). We are passionate and committed to providing support to small businesses across the state. Our mission is to foster economic development in underserved communities by providing capital, business services, and policy research to support small businesses. CSBDF provides assistance to small business in four major ways: as a partner, as a trusted guide, as an advocate for small businesses, and as an accessible funding source. Our work supports our vision to create economic opportunity for all people.

Nature of Work: The Business Operations Assistant at Carolina Small Business Development Fund is a part-time position – 20 hours a week. Monday – Friday. This position will work closely with the Vice President of Business Solution and the Western Women’s Business Center Director throughout the State in North Carolina to provide programs support, data entry, manage client’s files, assist with grant compliance and reports, in addition, provides initial contact with the public, intake/assessments of incoming clientele.

Supervision Received/Exercised: Works under the general supervision of the Vice President of Business Solutions and has no direct supervisory responsibilities.

Essential Job Functions: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

Credit Functional Area (how the Credit Functional Team is supported):

- Assist with the management of the organizations loan portfolio supporting a quality credit culture.
- Assist credit operations with management of past due clients and workouts within established portfolio performance goals.
- Assist with loan portfolio management to include collecting financial statements on a periodic basis, annual relationship reviews, collections, loan modifications, and compliance.

Business Solution Officer Functional Area (how the Business Solutions Team is supported):

- Provide technical assistance services to existing and aspiring small business owners.
- Ensure that all technical assistance interactions, trainings, and events are properly tracked for each client.



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- Provide general guidance and options in making business management decisions that are consistent with best practices.

Marketing Functional Area (how the Marketing Team is supported):

- Represent the organization at community events as a brand ambassador.
- Work with marketing team to ensure that services and events have successful promotions in accordance with brand guidelines and strategic marketing plan.

Programming Functional Area (how the Programming Team is supported):

- Conduct necessary outreach and promotion to ensure training events have appropriate number of attendees according to CSBDF and WWBC goals.
- Provide monthly reports to Vice President of Business Solutions and Western Women’s Business Center Director.

Qualifications:

Experience:

- High School Degree Required. College Courses course preferred in Business Administration, Finance, Economics or a related field.
- Minimum of 1 year of experience supporting a nonprofit environment.
- Any combination of experience and training that can be considered equivalent to the education preference.
- Willingness and ability to travel within service area to visit applicants, referral partners, and borrowers.

Knowledge:

- Basic understanding of business operations.
- Reading, understanding, and applying relevant rules, regulations, policies, procedures and other governing regulations.

Skills/Abilities:

- Fluency in Spanish preference for bilingual individual (able to communicate professionally, both verbally and in writing in English and Spanish).
- Adept analytical mindset with attention to detail.
- Effective written and verbal communication skills.
- Maintain confidentially processing sensitive client information using discretion and tact.
- Support a quality credit culture and operate on a team-based lateral organization structure.
- Maintains and supports a shared collaborative team culture in person and virtually.
- Ability to meet reasonable deadlines and prioritization of workflow within a changing fast paced work environment.



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Physical Demands:

Work is principally sedentary, but may involve some physical exertion during visits with the course of normal work activities, and travel to meetings, conferences or workshops in other cities. As an exempt employee, extended hours may be required on a frequent basis.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

Work involves the normal risks or discomfort associated with a standard office environment and is usually in an area that is adequately heated, lighted and ventilated.

Compensation:

We offer a competitive salary that depends on prior experience. Our benefits package for full time employees include Medical, Dental, Vision, Short Term Disability, Long Term Disability, 401k Account with employer match, plus generous vacation and sick time. Part Time employees are not eligible for benefits coverage.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.