



## JOB DESCRIPTION

<b>Job Title:</b> Business Solutions Officer	<b>Reports to:</b> Business Solutions Director
<b>Salary Grade:</b> 11	<b>FLSA Status:</b> Exempt
<b>Salary Range:</b> \$70,000 - \$82,000	
<b>Location:</b> Charlotte/Hybrid Remote (Based in North Carolina)	<b>Revised:</b> December 2023

**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 Solutions Officer will provide lending and business assistance services to current and aspiring entrepreneurs. This individual will be expected to work independently and take the necessary initiative to sustain and grow the organization's lending portfolio. The Business Solutions Officer will perform the vital role of acting as an ambassador for the organization to a region's small business community.

**Supervision Received/Exercised:** Works under the general supervision of the Business Solutions Director 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.*

### *Business Solutions Officer Functional Area:*

- Provide lending facilitation to clients including business advising/technical assistance, loan application packaging, professional referrals (i.e. - accountants, attorneys, insurance agents), group trainings/events, and online resources).
- Lead tracking of activities and efforts associated with grant-funded initiatives, objectives and outputs as well as fee for service contracts.
  1. Be proficient in understanding grant, program, and fee-for-service contract commitments.
  2. Consistently track activities and efforts that support the advancement of commitments to Technical Assistance (TA) interactions.
- Adopt CSBDF loan policy through assistance with loan portfolio management to include collection of financial statements on a periodic basis, annual relationship reviews, collections, loan

modifications, and compliance.

- Develop and maintain key business related relationships (i.e. Entrepreneurial Support Organizations, Local and state governments, community banks, chambers of commerce, etc).
- Provide technical assistance services to existing and aspiring small business owners.
  1. Track all technical assistance interactions, trainings, and events for each client in the CRM.
  2. Provide a broad range of customized business assistance to current and prospective lending clients. This includes, but is not limited to, developing an action plan for clients to achieve their goal and following up to monitor client progress and document outcomes; providing general guidance and options in making business management decisions that are consistent with best practices.

*Credit/Lending Functional Area:*

- Grow the organization's lending portfolio with the origination of new loans:
  1. Identify and develop lending opportunities in accordance with the organization's strategic plan and mission.
  2. Proactively build relationships within the assigned portfolio of borrowers through providing technical assistance and financial analysis with a focus on stabilization, growth and expansion.
  3. Review and analyze new small business loan applications from prospective borrowers. This includes all follow up with applicants such as conducting site visits and gathering any/all documentation necessary to assess the loan application.
  4. Prepare underwriting memo or credit memo (including financial analysis) for review and approval by underwriting or loan committee as appropriate. Negotiate loan structure and work with underwriting to prepare commitment letters, discuss loan commitment and requirements with applicant.
  5. Complete and review the accuracy of records and loan documentation. Review and verify mathematical calculations, maintain lending records, and identify reconciliation errors.
- Create and foster a culture of superior asset quality through working with credit administration on management of the CSBDF loan portfolio:
  1. Support credit operations management of past due clients, loan servicing actions and workouts within established organizational portfolio performance goals.
  2. Provide all current lending clients with periodic check ins via phone or site visit. This check in will include collection of business financials and completion of follow up job surveys.
- Promote the role of the organization as a leading contributor to economic development:
  1. Represent the organization at community events, and where applicable, serving on invited committees/advisory boards/etc.
  2. Communicate with partner organizations on a periodic basis to keep them updated about the organizations programs and activities.
- Performs other duties as assigned and oversee their territory in North Carolina.

**Qualifications:**

*Experience:*

- Bachelor's Degree in Counseling, Business Administration, Finance, Economics, or other such field that supports the organization's model.
- At least two years' experience in small business lending or delivering technical business management assistance OR three years of experience with programmatic and project development and management.
- Preference for experience in small business banking, entrepreneurial support, economic development, supplier diversity or lending.
- Bilingual communicator both verbally and written for English and Spanish is a plus, but not required.
- Any combination of experience and training that can be considered equivalent to the education preference.

*Knowledge:*

- Knowledge of small business management to include staffing, operations, marketing, forecasting and bookkeeping.
- Knowledge of business loan application/approval process.
- Knowledge of CDFI mission and objectives.
- Familiar with US Small Business Administration 7(a) loan program.
- Knowledge of all applicable federal and state laws and regulations.
- Familiar with Salesforce and Tea software applications is preferred.

*Skills/Abilities:*

- Ability to establish and maintain effective professional relationships with wide array of clients, businesses, and community partners.
- Proactively manage the expectations of both potential and established clients through increase responsiveness to contextual situations in an ever changing landscape.
- Review and verify mathematical calculations, maintain lending records, identify and reconcile errors.
- Exceptional public speaking and relationship building skills.
- Strong communication, organization, and detail orientation skills.
- Maintains confidentiality in processing sensitive client information using discretion and tact.
- Supports a quality credit culture and operates within 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 and fast paced work environment.

**Physical Demands:**

The role may require extended use of computer monitors for virtual meetings and review of financial or other documents relevant to the role.

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. Travel in a wide geographic area is required approximately 80% of the time. Employee must hold a driver's license and be able to travel outside of the office for meetings, conferences, and other job-related commitments. From time to time employee will be expected to hold training events, attend community events, attend out-of-town conferences and represent the organization in addition to the normal business schedule.

**Compensation:**

We offer a competitive salary that depends on prior experience. Our benefits package includes Medical, Dental, Vision, Short Term Disability, Long Term Disability, 401k Account with employer match, plus generous vacation and sick time.

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.