



Business Loan Coach Job Description

Job Title: Business Loan Coach
Job Category: Economic Development
Primary Location: Los Angeles 90011
Department: Business Source Center (BSC)
Reports To: Director of Southeast LA BusinessSource Center
Direct Reports: No
Seniority Level: Mid-Career
FLSA Status: Exempt
Job Type: Full Time
Travel: No

POSITION SUMMARY

Under the direction of the BusinessSource Center Director and/or manager, the Business Loan Coach provides business loan packaging and business consulting and training in business finance to micro enterprises and small business owners leading to job creation.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Collaborating with the Director and other members of the program team to implement and improve departmental needs
2. Provide business consulting to business owners, on a one-on-one or in small groups, in the areas of business and financial planning and general business practices that will result in economic impact including COVID-19 to identify business needs and provide best practices to assist with stabilizing, recovering, and rebuilding their business within realistic timeframes and resources.
3. Assist businesses in completing a loan package for various financing sources including SBA's , 7a and microloan program
4. Assist client in gathering documentation application requirements, financial data preparation (including projections).
5. To direct businesses to appropriate business resources and refer to alternative financing programs such as Export, Bank of American Express and state loan guarantee program
6. Perform outreach to businesses, provide support, refer them to available resources and serve as business community advocate for recovery help.
7. Assist in the development of partnerships with other service providers to increase services to small business clients
8. Assist in the development and coordination of business finance workshops
9. Represent the BSC within the community to public and private entities
10. Engage in marketing and community and outreach activities
11. Assist the Director/Manager in other areas as needed

12. Coordinate and build relationships with the SBA, State and Banks to ensure successful facilitation of the loan funding process, which includes tracking and on-going client support
13. Manage the execution of the response and recovery work plan to support businesses as they restart, stabilize, and recover by analyzing the specific business and industry data in finance, marketing, management, and operations, supporting the development of business plans and financial packages, calculating, and interpreting financial statements; troubleshooting to identify problems and areas for improvement, operations management, and legal structures
14. Analyze credit reports, business plans and tax returns to assess loan feasibility
15. Develop, organize, and promote high quality collaborative business training programs in financing for small businesses
16. Support strategic priorities and goals established in CRCD's 5-year strategic plan.
17. Obtain feedback from clients regarding services provided, including satisfaction, impacts, and success
18. Support activities to ensure the center meets or exceeds annual goals and milestones and operates in compliance with program and network policies and procedures
19. Client needs may require some evening or weekend appointments in person or by phone or e-mail or travel from the BSC location to a client's business location in the region.
20. Promote a positive, collaborative work environment and culture of accountability.
21. Define, document, implement, and tracking detailed tracking of economic impact for businesses served and metrics
22. Uphold CRCD's Mission/Vision and 5 Year Strategic Plan.

MINIMUM QUALIFICATIONS

1. Bachelor Degree or equivalent experience in business administration, finance or related field
2. Five (5) years of professional experience in loan packaging, preferably alternative capital loans
3. Experience in working with small businesses from diverse cultural backgrounds
4. Able to learn quickly and work effectively with a wide range of communities and with minimal supervision.
5. Knowledge of business planning, general business practices and business financing a must

6. Ability to Develop pro forma statements, cash flows and credit analysis
7. Extensive knowledge of various funding sources a must
8. Experience in working with economic development program, a plus
9. Ability to work independently, with minimal supervision.
10. Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and an ability to set and maintain personal boundaries.
11. Ability to strategically utilize time and resources to manage priorities, timelines, deadlines, and details under pressure, with accuracy, and to a high level of proficiency.
12. Ability to provide quality customer service and demonstrate a commitment to professionalism and client satisfaction,
13. Comfortable in a fast-paced, changing environment and the ability to modify actions, direction or approach to changing situations and expectations in a respectful and professional manner
14. Excellent interpersonal, listening, written and verbal communication skills
15. Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.
16. Willing to travel to businesses in service area.
17. Must display professional and appropriate email etiquette
18. Proficient in Microsoft Office (Excel, Word, Power Point)
19. Familiarity with CRM platforms and cloud-based software applications
20. Proficient written and oral communication skills
21. Bilingual in English/Spanish preferred
22. Ability to occasionally work on weekends.

WORK ENVIRONMENT

1. On occasion walk or drive to different local sites throughout the day
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment
4. May necessitate working in busy and loud environments
5. May be exposed to elements like cold, heat, dust, noise, and odor
6. May participate in training and staff development that requires local and out of state travel
7. Work occasionally in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
8. Must be available on call for emergency crisis situations with the ability to respond after work hours as needed for emergencies.
9. This is not a work-from-home position



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RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

1. Encompass a “do whatever it takes approach” to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor and or executive team.*

BENEFITS

- Dental, Vision, Medical Benefits: CRCD is in the top 10% for excellent employee benefits for non-profit organizations. CRCD offers 85% employee paid and 50% dependent paid medical
- 401K eligibility to participate from day one and up to 3% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance
- 14 Paid Holidays

CRCD is a mandatory vaccination employer for COVID-19 and its variants. COVID-19 vaccination is mandatory for employment. As such, all CRCD employees must be fully vaccinated against COVID-19, including new hires. All new hires must provide proof of vaccination on or before their start date; alternatively, new hires may request a medical or religious exemption on or before their start date. If a new hire requires a medical or religious exemption, CRCD will engage in the interactive process with the new hire; a new hire cannot begin working for CRCD until the medical or religious exemption application has been approved. Similarly, if a new hire is not yet vaccinated, CRCD will delay the start date until the new hire can provide proof of vaccination or approval of a medical or religious exemption application.

All candidates are subject to a criminal history check and meet CRCD’s criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193.



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ACKNOWLEDGEMENT

Employee Incumbent Name

Employee Signature

Date

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