

Brattleboro Development Credit Corporation (BDCC)

Job Title: Small Business Advisor and Loan Assistant (Small Business Advisor)

Reports to: Director of Business Acceleration

Objectives & Requirements

Brattleboro Development Credit Corporation ("BDCC"), is a private, nonprofit economic development organization that serves as a catalyst for industrial and commercial growth throughout Southeastern Vermont, including Windham County and the towns of Readsboro, Searsburg, Weston, and Winhall.

Vision – People who love Southern Vermont have opportunities to thrive here.

Mission – Investing in the drivers of the regional economy so that people, businesses, and communities in Southern Vermont can thrive.

In recognition of the challenges facing businesses of all sizes located in Southeastern Vermont, BDCC will promote economic recovery and growth in the Windham Region by providing intensive technical assistance, training, and referrals to connect businesses with resources they need to stimulate job creation through business start-up, expansion, or relocation. BDCC will continue to encourage entrepreneurial activity and strengthen the economic development infrastructure to ensure a strong foundation for transformational economic activity. Private sector job creation and retention will be critical for short and long-term economic growth. Direct support of entrepreneurial activities to assist companies is the foundation of this future growth. Essential to this is the continuation of BDCC support systems and activities that encourage entrepreneurship, innovation, and business start-up environment and culture such as INSTIG8, XLR8, Regener8, and Powering Rural Resilience.

BDCC provides leadership in economic development that has attracted investment and is making a difference in our rural region. It executes large projects and develops and implements innovative programs that are improving the region's future economic health. BDCC's cross-cutting approach to economic development is making a real difference in terms of jobs, wages, workforce, and business growth.

Position Duties and Responsibilities

Technical Assistance (TA):

The Small Business Advisor will serve individual businesses through a variety of TA approaches -

- One-on-one consulting for businesses entering loan or counseling program such as: overall business assessment, restart, growth and exit strategies, utilizing private sector experts as appropriate.
- Counseling or E-counseling that includes feasibility, financial, regulatory, and operational guidance, and technical assistance on the various aspects of starting and expanding a successful small business for instance:

Business Analysis

- analyzing the specific business and industry data relating to finance, marketing, management, and operations for client businesses.
- troubleshooting to identify problems and areas for improvement.
- conducting quality-based assessments.

Business Guidance

- development of business plans and financial packages.
 - calculating and interpreting historical and projected financial ratios.
 - preparing pro forma cash flow and financial statements.
 - identification of expansion opportunities (i.e., employment requirements, foreign markets).
 - providing information on federal, state, and local regulations and programs.
 - providing guidance in loan packaging to pre-venture, start-up, or advanced stage existing businesses.
- Caseload and constituent tracking per funding and organizational requirements in Salesforce and ASANA.

Network Development:

- The Small Business Advisor will be expected to develop and maintain a network of professionals who can –
 - provide services and technical assistance.

- provide training to achieve programmatic goals for job and business growth and an increase in business financial literacy.
- work in partnership with the Executive Director, and the Director of Finance & Grant Management, to develop a resource network to be used in providing referrals to appropriate resources.
- Facilitate referrals to TA partner network(s).
- Help Identify new opportunities in the marketplace and develop ways to promote needed services, to future entrepreneurs.

Training:

- Provide training and workshops in partnership with the broader network of TA providers to work at scale across the region and ensure steady intake of new TA clients.
- Develop and disseminate communications, training resources or toolkits to increase skills and capacity among the business community, and to make high-quality training by experts available to all at a reasonable cost.
- Assist in providing group training sessions on the topics such as, but not limited to -
Financial literacy, HR Needs, Cyber Security, Digital Marketing, and other small business management needs utilizing private sector experts as appropriate.
- Facilitate in-person and online training events that host experts speaking on key topics essential to start ups, business recovery, growth, and succession.
- Evaluate training programs' effectiveness and measure impact of services provided.
- Ensure timely and accurate data input into Salesforce and within ASANA.

Lending: Business Financing and TA Support:

- Collect and prepare all necessary documentation for the loan package(s).
- Prepare and maintain all paperwork for new loans.
- Work with clients to establish their needs and recommend suitable types of loans.
- Submit files to Director of Finance & Grant Management for loan underwriting.
- Track status of loan applications and work with clients to complete the process timely.
- Conduct loan monitoring and provide ongoing technical assistance as required per the funding source for the loan disbursement, including but not limited to –
 - Tracking monitoring requirements for each borrower.
 - Ensure loan files are updated accordingly.
 - Conducting site visits as necessary.
 - Reviewing monitoring materials provided to ensure business practices are in place, or areas of concern are noted and a plan for resolution is established.

Other responsibilities:

Communications: Lending and TA Education

- Support communication efforts around BDCC's business offerings, lending products, and TA Education.
- Contribution to, and maintenance of, BDCC's social media presence including Facebook, Instagram, and LinkedIn.
- Community outreach to "spread the word" as to BDCC's lending products, and TA Education which could include:
 - Lenders Meet & Greet
 - Town wide events and/or direct communication
 - Presentation to, and development of professional relationships with, region wide partners (e.g., Rotary, Chambers of Commerce, and Direct Service Providers (e.g., The Vermont Professionals of Color Network)

All staff are expected to participate in professional development activities led by the Executive Director as well as pursue opportunities individually. The organization relies on all staff to help attend community and business meetings across the county. Additionally, all staff are encouraged to publish professional papers establishing themselves, and the organization, as leaders in economic development in Southern Vermont. Participation in these activities by all BDCC staff is critical to the BDCCs success.

- Assist in other regional economic development programs as needed.
- Other duties as assigned.

Working conditions

Work is generally performed in an office setting with frequent interruptions, multiple deadlines, applicant inquiries, and peak workload periods. Position will require daily outreach to businesses, working with the public, frequent travel throughout Southern Vermont, and may include attendance at night meetings.

Physical requirements

Work may include prolonged sitting, as well as light to moderate lifting, reaching, stooping, pulling, pushing, manual dexterity, clear speech, visual and hearing acuity. The need to transport files, paper and documents weighing up to 25 pounds is also required.

Qualifications

- This position must be able to approach position's duties and responsibilities with an entrepreneurial spirit, and in an organized fashion.
- Bachelor's degree, or 3 years entrepreneurial and / or economic development experience.
- Owned or been a decision maker in a business.
- Comfortable with all levels of an organization (owners, entrepreneurs, managers, and labor).
- Interest in and passion for rural economic development.
- Proficient with Microsoft Office, Google Suite, Contact Management systems (such as Salesforce), and online collaboration tools (such as ASANA).
- Experience with and solid understanding of business financials (business planning and forecasting).
- Understanding of economic development tools and resources.
- Ability to conduct research and communicate findings.
- Strong written and oral communication skills.
- Easy going personality and good sense of humor.
- A passion for networking and people.

Direct reports

None
