

Brattleboro Development Credit Corporation (BDCC)

Job Title: Small Business Solutions and Transitions Manager

Reports to: Assistant Director; Head Insights

### **Program Objectives, Requirements & Metrics:**

Brattleboro Development Credit Corporation (BDCC) is a private, nonprofit economic development organization that serves as a catalyst for industrial and commercial growth. The primary objective of BDCC is to invest in the drivers of the regional economy so that people, businesses, and communities in Southern Vermont can thrive.

The Small Business Solutions and Transitions Manager (SBSTM) is one of three core staff positions for the Small Business team and will provide technical assistance to start-up, early stage and acquisition-focused entrepreneurs.

Their leadership will reinvigorate BDCC's business transition program, transforming it into the Southern Vermont Rural Transition Center (formerly REGENER8). In addition to offering direct technical assistance and support, the SBSTM will support and facilitate innovative cohort and small group learning models. These models will foster the growth of new entrepreneurial ventures and provide business transition support to individuals and groups seeking to acquire existing businesses. The leader will play a crucial role in nurturing new business formations and ensuring the retention of businesses throughout the Windham, VT region. This role will also promote and support the development of cooperative businesses as a model for innovation and wealth creation in the region, as part of their dynamic approach to this work.

### **Position Duties and Responsibilities:**

#### **Technical Assistance (TA)**

The Small Business Solutions and Transitions Manager (SBSTM) will provide support to individual businesses through various Technical Assistance (TA) approaches:

#### **One-on-One Consulting**

Target Audience: Start-up, early-stage, cooperative, and acquisition-focused entrepreneurs.

Services Include:

- Overall Business Assessment: Conduct assessments, restart plans, and growth strategies, utilizing private sector experts as needed.
- Guidance: Offer financial, regulatory, and operational advice on starting or acquiring successful small businesses.
- Workshop Development: Create technical assistance workshops and programs based on equitable practices that align with the interests of entrepreneurs and their communities.
- Weekly Lab Hours: Provide regular access for clients to receive business support and make connections.

#### **Group-Based Counseling**

Tailored services based on the SBSTM's expertise, including:

- Analyzing specific business and industry data related to finance, marketing, management, and operations.
- Troubleshooting to identify problems and areas for improvement.
- Conducting quality assessments.
- Developing business models, plans, and financial packages suitable for rural and small businesses.
- Calculating and interpreting historical and projected financial ratios in accessible ways.
- Supporting business owners in preparing pro-forma cash flow statements and financial statements.
- Working with business owners to identify unique expansion opportunities (e.g., employment requirements, foreign markets).

- Providing information on federal, state, and local regulations and programs.
- Guiding access to capital and loans.

### **Caseload Tracking**

- Maintain records in Salesforce, ASANA, and Cognito per funding and organizational requirements.

### **Program and Resource Development**

- Collaborate with the Assistant Director to develop dynamic and accessible resources and programming for:
  - Start-up and early-stage entrepreneurial education and ecosystem building.
  - Cooperative and acquisition-focused entrepreneurial education and ecosystem support.
  - Financial empowerment and access initiatives for small business owners.
- Co-create and empower business support networks within Windham County to strengthen the entrepreneurial ecosystem. Activities will include supporting monthly calls, hosting regular meetups, and developing lectures on business topics, investment strategies, and other areas of interest.
- Identify new opportunities in the marketplace and devise ways to promote the services to aspiring entrepreneurs.
- Align, develop, and disseminate communications, training resources, or toolkits to enhance skills and capacity within the business community, making high-quality training from experts available at reasonable costs.
- Facilitate in-person and online training events featuring experts discussing key topics essential to start-ups, business transitions, growth, and succession.
- Evaluate the effectiveness of training programs and measure the impact of services provided.
- Assist in developing BDCC small business toolkits.

### **Lending: Business Financing Support**

- Individually and through cohort-based models, guide entrepreneurs in loan application preparedness, needs assessment, and other capital access requirements.
- Develop BDCC's capital access learning materials to be more accessible, highlighting individual learning needs and stages of development.
- If appropriate, collect and prepare all necessary documentation for loan packages.
- Collaborate with the small business team to submit complete loan files for underwriting and review.
- Track the status of loan applications and assist clients in completing the process promptly.
- Conduct loan monitoring as required by funding sources for loan disbursement, including:
  - Tracking monitoring requirements for each borrower.
  - Ensuring loan files (hard copy or electronic) are updated accordingly.
  - Conducting site visits, as necessary.
  - Reviewing monitoring materials to ensure business practices are in place, noting areas of concern, and establishing plans for resolution.

### **Grant Application and Reporting**

Some of BDCC's funding to provide technical assistance to both pre loan and post loan clients comes from federal sources by way of a grant. At this time this includes funding from the U.S. Small Business Administration and the U.S. Department of Agriculture. As a result, this funding requires the completion of progress reports on a quarterly basis, or as requested, working in conjunction with the Finance Manager and Director of Finance & Grant Management. This role is responsible for quarterly reporting.

### **Organizational Support:**

BDCC is a private, nonprofit economic development organization that serves as a catalyst for industrial and commercial growth throughout Southeastern Vermont. The primary objective of the BDCC is to invest in the drivers of the regional economy so that people, businesses, and communities in Southern Vermont can thrive. The vision statement reads: People who love Southern Vermont have opportunities to thrive here.

As such, all BDCC employees are integral in assisting the organization to reach its objectives. 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 BDCC's success.

**Working conditions:**

Work is generally performed in an office setting with frequent interruptions, multiple deadlines, applicant inquiries, and peak workload periods. Position will require attending a weekly BDCC | SeVEDS staff meeting, weekly meetings with education and employer partners, extensive travel to participating schools, and regular meetings with regional employers in locations throughout Southern Vermont. The position requires a schedule of work of 40 hours per week including evening meetings, as needed.

**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.

**Direct reports:**

None

**Qualifications:**

- Must be able to approach duties and responsibilities with an entrepreneurial spirit.
- Bachelor's degree or 3 years of entrepreneurial and/or economic development experience.
- Preference for business owners, worker-owners, cooperative leaders or decision-makers.
- Comfortable with all levels of an organization (owners, entrepreneurs, managers, and labor).
- Interest in and passion for rural and/or cooperative economic development.
- Proficient with Microsoft Office, Google Suite, contact management systems (such as Salesforce), and online collaboration tools (such as ASANA).
- Possess a 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.
- A people person with a passion for networking and building connections.

---

Interested parties having the required qualifications / experience should send a cover letter and their resume to [ddelaini@brattleborodevelopment.com](mailto:ddelaini@brattleborodevelopment.com). This position is open until it is filled. No phone calls please. Questions may also be directed to [ddelaini@brattleborodevelopment.com](mailto:ddelaini@brattleborodevelopment.com).