



Brattleboro Development Credit Corporation (BDCC)

Job Title: Small Business Solutions and Transitions Manager

Reports to: Assistant Director and Head of Business Acceleration

Salary: \$68,000 - \$75,000 a year

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.

Our vision reads: People who love Southern Vermont have opportunities to thrive here.

BDCC's Internal Values are:

- **We are big-picture thinkers who aren't afraid of complexity.**
- **We strategically and innovatively change systems by laying the groundwork for opportunities.**
- **We are tenacious and resourceful problem solvers.**
- **We turn knowledgeable passion into capable, impactful action.**
- **We are always listening, learning, and growing to build trust and improve ourselves, our team, and our work.**

Meeting key performance goals:

Job or program specific: In consultation with your supervisor, you will determine high level goals based on your job and program(s). In addition, key performance indicators will track progress towards those goals. Quarterly check-ins with your supervisor will include a process to ensure goals and KPIs are mutually understood, remain relevant, and used to evaluate performance or guide corrective action.

Professional and personal development: BDCC invests in developing the capacity of our team so we can translate knowledge and passion into action. In order to grow and develop as an organization, staff pursue research, training, writing, speaking opportunities, and other modes of personal and professional development. In consultation with your supervisor, you will identify growth opportunities which may be closely tied to your work responsibilities, or more broadly applicable to your professional development.

CEDS Related: The work of BDCC is to grow the regional economy as guided by the Southern Vermont Comprehensive Economic Development Strategy. Understanding how your job relates to achieving the objectives of the CEDS is vital to maintain alignment towards the overarching goals of the organization.

Organizational Support: 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.

Program Objectives, Requirements & Metrics:

The Small Business Solutions and Transitions Manager (SBSTM) is one of two core staff positions for Small Business support at BDCC and will provide technical assistance to growth-focused and acquisition-focused entrepreneurs.

The successful candidate will support business owners throughout Southern Vermont as they navigate periods of growth, investment, transition, and change. The position is focused on helping growing and established businesses strengthen operations, pursue expansion opportunities, access capital, and prepare for long-term sustainability. Working closely with business owners, lenders, service providers, and regional partners, this role will help businesses identify challenges and implement strategies to achieve their goals. The role will directly support business capital access efforts by preparing internal microloan packages, assisting businesses in developing financing applications, and helping owners navigate lending opportunities with traditional financial institutions and alternative capital providers.

While the position will serve as an entry point for entrepreneurs and startup businesses, its role with startups is primarily one of coordination and resource navigation, ensuring early-stage business owners are connected to the most appropriate programs and technical assistance providers within the region's entrepreneurial ecosystem.

The position will also play a central role in advancing business transition and succession efforts across the region. By supporting owners preparing for exit, connecting prospective buyers with acquisition opportunities, and helping businesses explore alternative ownership structures, the successful candidate will contribute to the preservation of locally owned businesses and the retention of community wealth. A significant portion of this part of the work will be undertaken in close partnership with the Vermont Employee Ownership Center, which will provide technical expertise, training, and direct support as BDCC expands its business transition and cooperative ownership services throughout Southern Vermont. Together, this collaboration will advance both organizations' shared goals of preserving local businesses, expanding ownership opportunities, building community wealth, and strengthening the long-term economic resilience of rural communities.

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Position Duties & 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 & Resource Navigation

Target Audience: Early-stage, growing and established businesses, cooperative businesses, and acquisition-focused entrepreneurs.

Services Include:

- **Guidance:** Manage clients through BDCC's established intake and onboarding process, conducting initial assessments, developing service plans, and delivering a structured advising experience that includes three core meetings focused on needs assessment, action planning, resource connection, and next-step implementation.
- **Topic-Based Workshop Development:** Under the direction of the Assistant Director, coordinate technical assistance workshops and programs based on equitable practices that align with the interests of small to medium-sized business owners and their communities.
- **Weekly or Monthly Lab Hours:** Solely responsible for providing regular access for clients to receive business support and make connections at routine and consistent intervals.

Group-Based Counseling & Program Development

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.
- Supporting the development of 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 cash flow statements and financial statements.
- Working with business owners to identify unique expansion opportunities
- Providing information on federal, state, and local regulations and programs.

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- Guiding access to capital and loans.

Caseload Tracking

- Maintain accurate client records, monitor progress toward business goals, and coordinate referrals to lenders, technical assistance providers, and strategic partners. Updates are expected to be timely, clear and thorough.
- Maintain records in Salesforce, ASANA, and Cognito per funding and organizational requirements.
- Provide ongoing post-loan support to borrowers through regular communication, performance monitoring, and problem-solving assistance that helps businesses remain healthy, resilient, and positioned for long-term success. This includes tracking and delivering technical assistance deliverables included with their loan agreement and quarterly-yearly follow up meetings with borrowers, depending on their particular arrangement.

Program and Resource Development

- Collaborate with the Assistant Director to continue the coordination and delivery of 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.
 - Capital Access Programming and Education
- Developing educational and awareness programs in concert with the Vermont Employee Ownership Center, including events to bring more cooperative and transition-focused work to southern Vermont.
- 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, capital-access strategies, and other areas of interest.
- Identify new opportunities in the marketplace and devise ways to promote needed services to growing businesses and suggest emergent-topic focused webinars and learning opportunities.
- Support the Assistant Director in the development and dissemination of and communications, training resources, or toolkits to enhance skills and capacity within the business community, making high-quality training from experts available at reasonable costs.
- Evaluate the effectiveness of training programs and measure the impact of services provided.

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.
- Follow an established process to collaborate with the Assistant Director in the preparation, review process and submission of complete loan files for underwriting and internal or committee review.
- Track the status of loan applications and assist clients in completing the process promptly; communicate clear expectations to potential borrowers about the process and timing considerations.
- 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 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 grant funds. As a result, this funding requires the completion of progress reports on a quarterly basis, or as requested, working in conjunction with the Assistant Director, Comptroller, and Finance & Grants Manager. This role is responsible for quarterly reporting.

Qualifications

- Must be able to approach duties and responsibilities with an entrepreneurial spirit.
- Bachelor's degree or at least 5 years of progressive experience in business leadership with financial decision-making authority, small business education and/or economic development.
- At least 1 year of experience supporting business plan development, cash flow analysis preparation, business financing, loan preparation, underwriting processes, capital access programs, or financial analysis.
- Comfortable with all levels of an organization (owners, entrepreneurs, managers, and labor).
- Interest in and passion for rural and/or cooperative economic development.
- Preference for experience planning, coordinating, and facilitating workshops, trainings, cohort

- programs, networking events, or community-based initiatives.
- Proficient with Microsoft Office, Google Suite, contact management systems (such as Salesforce), and online collaboration tools (such as ASANA).
 - Understanding of economic development tools and resources.
 - Strong written and oral communication skills.
 - A people person with a passion for networking and building connections.

Working Conditions: Work is generally performed in an office setting with frequent interruptions, multiple deadlines, and peak workload periods. The position requires regular travel throughout Southern Vermont to attend meetings, conduct site visits, facilitate trainings and events, and provide direct support to businesses and community partners. Periodic travel to Burlington and other locations throughout Vermont is required to participate in meetings, trainings, conferences, and collaborative activities with the Vermont Employee Ownership Center and other statewide partners.

The position follows BDCC's hybrid work policy, which currently allows eligible staff to work remotely up to one day per week. The majority of work is expected to be performed in person to support client engagement, team collaboration, community relationship-building, and event facilitation.

The position requires attendance at periodic board meetings, staff meetings, community events, and networking functions. Daily collaboration with colleagues, business owners, lenders, service providers, and regional partners is expected. The position requires a schedule of 40 hours per week, including occasional evening and weekend meetings, events, and training programs as needed.

This role requires the ability to travel independently throughout Vermont and maintain a valid driver's license, reliable transportation, and appropriate insurance coverage.

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

Direct Reports

- None