

Business Assistance Manager

Review of applications begins June 15, 2023. Position will remain open until filled.

Get to Know Our Culture

At the Franklin County Community Development Corporation (FCCDC), we recognize that we have been operating within the White Dominant Culture and we are working to disrupt it internally through education, shared and personal work on our own development, and an openness to discussion. Our employees are people with different strengths, experiences, and backgrounds, who share a passion for strengthening the regional economy for all people and increasing its sustainability.

For the FCCDC, diversity includes race, gender identity and expression, age, disability status, sexual orientation, religion, socioeconomic status, and many other parts of one's identity. All our employees' viewpoints are key to our success, and inclusion is everyone's responsibility here. No matter who you are or where you come from, you are welcome here. At the FCCDC, we embrace individuality, support human growth, and recognize the value of second chances.

More About Us

The FCCDC is a nonprofit community economic development organization based in Greenfield, Massachusetts, that since 1979 has helped entrepreneurs and business owners of all types at every stage—from assistance writing a business plan to flexible financing and connections to resources. Through our Western Massachusetts Food Processing Center (WMFPC), we work with farmers and food entrepreneurs to strengthen the food system, offering rental manufacturing space as well as co-packing services to businesses. We also operate a small business incubator and administer a variety of other programs. This work creates opportunities and employment for low- and moderate-income residents throughout western Massachusetts, which is our primary mission. The FCCDC employs 20 hardworking staff committed to the organization's overall success. We have an operating budget of \$2.7 million and assets of \$10 million. We believe a strong local economy builds community and benefits everyone and we are dedicated to building a diverse, inclusive workplace.

Position Description

The Business Assistance Manager furthers the mission of the Franklin County Community Development Corporation by working closely with individuals who are starting or growing businesses to create and retain jobs, supports the needs of small businesses by collaborating with organizations and community groups, and advocates for rural community economic development efforts.

We are looking for an experienced business advisor to work directly with clients through individual meetings and educational programming, providing general and financial management business assistance to help grow and stabilize their start-up or existing business.

This role involves supporting FCCDC outreach efforts to bring clients on board and coach them, collaborating with partner organizations or consultants to facilitate access to resources and specialized support when necessary.

This Business Assistance Manager will manage their own day-to-day work and will work closely with other FCCDC programs and staff, as well as collaborate with partners.

A strong candidate has a firm understanding of small businesses and enjoys working with a diverse range of clients to implement practical and meaningful changes to their operations. They should have the project management skills to work with multiple clients simultaneously while tracking progress, troubleshooting issues through referrals to other service providers, and reporting on outcomes. Experience in explaining financial and business concepts to others is essential.

Duties and Responsibilities

Business Technical Assistance

- Conduct outreach to and build engagement with entrepreneurs with an emphasis on reaching more people from underserved populations
- Provide client intake assessment and action plan for clients
- Provide general one-on-one business assistance counseling with clients, including supporting clients in assessing business viability and/or capacity and helping develop and implement business goals and strategies
- Coordinate additional support for businesses by connecting them with relevant FCCDC staff and/or outside professionals and resources when appropriate
- Develop counseling and training templates, presentations, and procedures
- Support development and execution of educational workshops and create resources and tools in collaboration with the FCCDC team and other stakeholders
- Plan and execute monthly information sessions
- Follow-up with and monitor clients to track progress and outcomes
- Identify industry expert consultants and collaborators to be resources and referrals
- Apprise clients of FCCDC resources, including our lending program, Western Massachusetts Food Processing Center, and Venture Center

Administrative and Organizational

- Develop, monitor and evaluate Business Technical Assistance Program activities
- Maintain client database and assist with program evaluation and reporting
- Support program promotion and collection of client success stories
- Maintain and assist in the development of strategic partnerships with other business assistance providers and stakeholders
- Seek, write, implement, and report on grants that pertain to and support Business Technical Assistance
- Support program planning and expansion to better serve clients
- Build awareness of FCCDC programming and represent the organization at events and other channels as needed
- Advocate for the FCCDC and small businesses to elected officials at the local, state, and federal levels and cultivate relationships with grant funders
- Demonstrate a commitment to diversity, equity, and inclusion through continuous development, modeling inclusive behaviors, and proactively managing bias
- Help meet organizational goals and mission; participate in racial justice activities; and help work for racial, social, and economic justice
- Participate in FCCDC client and staff meetings, team meetings, and professional development activities

Ensure FCCDC values of sustainability, equity, collaboration, inclusion, transparency, and innovation are brought to all aspects of the work

Requirements

Minimum Requirements

- Advising using active listening and strategic thinking to assist clients in understanding the opportunities and benefits for choosing a recommended strategy
- Administrative skills to organize and maintain information
- Have owned a business, written business plans, applied for and received a business loan, and/or bought or sold a business
- Have written, received, and implemented grants
- Bachelor's degree in Business Administration, related field, or equivalent work experience
- Strong understanding of developing budgets, interpreting financial reports, QuickBooks, and social media
- Similar work experience or an equivalent combination of work experience and education in business, finance, marketing, or related field
- Experience in client-centric work including assessment, counseling, and training/education
- Understanding of small businesses in Massachusetts and the region
- Self-motivated with strong organizational and networking skills
- Ability to work with people of wide-ranging backgrounds
- Ability to communicate clearly and compellingly with clients, team members, and partners, as well as other stakeholders
- Proficient with computers, Microsoft Office Suite, CRM databases, and accounting software
- Experience with marketing, sales/distribution, local/regional supply chains, and regulatory compliance a plus
- Fluency in a language other than English a plus

If you are excited about this role and have relevant experience that does not align exactly with every requirement, we encourage you to apply.

Additional Information

Job Environment

We work 37.5 hours per week, and some work can be accomplished remotely. We provide flexible schedules when possible so that each employee is productive in a way that works for them and their family.

Salary Range/Benefits

Salary Range: 65,000 – 70,000/yr.

- Retirement: 3% employer match
- Paid vacation, personal, and sick time
- Health insurance, health savings account

Reports to: Executive Director

Type of Position

Location: FCCDC office in Greenfield, some remote work available, some travel to client businesses.

Job involves normal physical requirements for an office position.

Employment Status: Full time Fair Labor Standards Act Status: Exempt

Application Instructions

To apply, send a resume and cover letter to resumes@fccdc.org. Please address the following in your cover letter:

- Why you're interested in working at the FCCDC.
- How do your past experiences and future ambitions make you a good fit for this role?
- How do you see yourself as contributing to FCCDC's racial, social, and economic justice mission?

We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, gender, religion, sexual orientation, national origin, disability status, protected veteran status, or any other characteristic protected by law.

If you need an accommodation to apply, please call (413) 774-7204 or email resumes@fccdc.org with the subject line "Application Accommodation."