



Relationship Manager, Small Business Capital

The relationship manager will provide critical support to the NC Rural Center and its small-business capital programs (including the Center's nonprofit subsidiaries, Thread Capital and CornerSquare Community Capital). The relationship manager will specialize in partner relationship management and project management across a suite of small-business lending and support programs.

This position provides a unique opportunity to be closely involved in cutting-edge work that will impact rural communities and create a more inclusive capital ecosystem for entrepreneurs in North Carolina. The relationship manager will report to the senior vice president for strategy and small business capital and will work closely with several program teams across the Rural Center. Based in Raleigh, the position will require 10-20 percent travel primarily in North Carolina.

Essential Responsibilities

- Relationship Management: 60 percent
 - Manage a network of relationships with Community Development Financial Institutions (CDFIs) and entrepreneur-support organizations, coordinating multiple Rural Center programs ranging from lending to advocacy to leadership development.
 - Coordinate servicing relationships with eight partner lenders for the NC Rapid Recovery Loan Program; field inquiries, troubleshoot problems, and navigate internal and external teams offering solutions.
 - Support the Center's relationships with key partner organizations and coordinate external initiatives with lending and other entrepreneur support organizations.
 - Respond to partner and client inquiries over the phone and online.
- Project Management: 30 percent
 - Manage projects by coordinating complex tasks, deadlines, and deliverables for cross-functional teams; a significant portion of the manager's assignments will require advanced financial and project management skills, speed, keen attention to details, and precise execution.
 - Compile loan portfolio performance and outcome data for quarterly reporting to funders and key stakeholders.
 - Prepare briefings, notes, and reports for senior management on important developments and follow-up on resulting action items.
- Other: 10 percent
 - Conduct routine administrative tasks including data scrubbing, spreadsheet reconciliation, correspondence, scheduling, and notetaking.
 - Support Center-wide events and initiatives.
 - Perform other duties as assigned.



Minimum Qualifications:

- Undergraduate degree and five or more years of related professional experience or equivalent, which could include project management, finance, community development, or business management.
- Advanced project management and strong financial analysis skills with the ability to initiate and simultaneously lead multiple projects to meet goals, objectives, and deadlines.
- Excellent verbal and written communication skills, including public speaking; and, excellent interpersonal skills—ability to work effectively in varied professional, socio-economic, and cultural contexts.
- Highly resourceful self-starter and fast learner; able to multi-task and function well with minimal direction. Effective in working behind the scenes.
- Sensitivity to issues of low-wealth and distressed communities, and a desire to work with racially and socially diverse colleagues and stakeholders.
- Interest in and experience with community economic development programs.
- Adaptive software skills, typical programs include: Excel, Google Workspace, LoanWell, Airtable, Slack, Salesforce, DocuSign, and more.

Background

For more than 30 years, the Rural Center has been committed to its mission of developing, promoting, and implementing sound economic strategies that improve the quality of life of rural North Carolinians, with a special focus on individuals with low-to-moderate incomes and communities with limited resources. The Rural Center manages a suite of small-business capital support programs:

- Thread Capital, a subsidiary nonprofit of the Rural Center, is a certified Community Development Financial Institution that provides capital, coaching, and connections to startup and existing small businesses.
- CornerSquare Community Capital, a subsidiary nonprofit launched by the Rural Center and Truist, is a new resource for the CDFI sector in the 17-state Truist footprint. Through this innovative program, 100 percent of the funding will be allocated to racially and ethnically diverse small-business owners, women, and individuals in low- and moderate-income communities.
- The State Small Business Credit Initiative, managed by the Rural Center on behalf of the State of North Carolina with funding from the U.S. Department of the Treasury, supports private-sector capital formation in partnership with banks, credit unions, CDFIs, and equity fund managers.
- The NC COVID-19 Rapid Recovery Loan, a rapid response program managed by the Rural Center, has deployed more than \$100 million in loans to small and underserved businesses impacted by COVID-19. The program is a partnership



of eight CDFI lenders, support partners, and a collaboration of funders with leading support from the Golden LEAF Foundation.

Compensation and Benefits

The NC Rural Center offers excellent benefits and salary commensurate with experience. Benefits include health, vision and dental insurance, retirement contributions, holidays, and paid-time off. The NC Rural Center is an equal opportunity employer.

How to apply:

- Prepare a cover letter and resume and email them as a Word or PDF document to hr@ncruralcenter.org; the subject line of the email should include your name and the position title. Position will remain open until filled.
- Applications will be reviewed on a rolling basis and positions will remain open until filled.
- For questions not covered above, contact Barry Ryan, senior vice president for strategy and small business capital, by emailing barry@ncruralcenter.org.