



SOUTHWESTERN WNC REGIONAL MANAGER

Full-Time position based out of the Southwestern Region of WNC

Purpose

The overarching purpose of this position is to:

- Serve as the primary relationship manager for most Southwestern WNC-based Mountain BizWorks clients (including loans, coaching, Foundations, ScaleUp WNC, and other clients)
- Proactively market and deliver Mountain BizWorks' integrated platform of small business lending and learning services to existing and aspiring entrepreneurs across the Southwestern WNC region
- In addition to assisting and empowering individual entrepreneurs, help to build vibrant, supportive, and place-based communities of entrepreneurs in Southwestern WNC through peer-to-peer connections, partner engagement, and communicating the importance of local small business development
- Develop, nurture and maintain effective working relationships with important regional partners includes bank referral partners, small business & entrepreneurial development initiatives (i.e., community college SBCs, SBTDC, angel investor networks, Western Carolina University, CREATE Bridges project), economic development officials, local media, and others
- Identify needs, opportunities, and potential partners to further Mountain BizWorks' impact in Southwestern WNC, and actively communicate these to the executive team

This position is initially an 18-month, full-time (avg. 40 hours/per week) position. Over the course of the year, Mountain BizWorks will be evaluating the feasibility of an ongoing, permanent position and office in the Southwestern WNC region.

Note: "Southwestern WNC" consists of Cherokee, Clay, Graham, Haywood, Jackson, Macon, and Swain counties, and the Eastern Band of Cherokee Indians; counties may sometimes also be served out of the Asheville office due to relatively close proximity. Additionally, this position may also from time to time be needed to assist clients or conduct tasks outside of the Southwestern WNC region.

Key Responsibilities

In addition to the items listed above, the individual in this position is responsible for:

Southwestern WNC Program Development, Marketing & Partnerships

- Serve as the primary relationship manager for most Southwestern WNC-based Mountain BizWorks clients (including loan, coaching, ScaleUp WNC, Foundations, and other clients)
- Provide project management support for the USDA Southwestern WNC pilot project grant and help ensure on-time, in-budget performance meeting or exceeding the set objectives
- Help develop and implement a Southwestern WNC market development strategy including building key partner relationships, producing effective outreach events (or supporting existing events), developing a robust client pipeline and local coach relationships, and furthering the Mountain BizWorks brand
- Track all client services and performance data in a timely and organized fashion; assist with grant reporting as needed
- This position will also be instrumental in assisting with other Southwestern WNC tasks and opportunities as they arise and/or are assigned, including work on supporting and growing Mountain BizWorks' Sectors of focus: Outdoor Recreation, Local Food, and Craft.

Small Business Coaching & Classes

- Provide high-quality & timely 1:1 pre- and post- loan technical assistance
- Help identify and cultivate Southwestern WNC-based business coaches
- Assist Mountain BizWorks Learning staff in matching Southwestern WNC clients with the best coaches to fit their needs

- Help manager and deliver Mountain BizWorks business training courses and workshops; many of these will be offered in partnership with key regional partners
- Make referrals to partner support agencies and/or other service providers as necessary.
- Complete and transmit necessary client assistance documentation.

Small Business Lending Support

- Serve as the primary relationship manager for most Southwestern WNC loan clients
- Proactively cultivate a qualified pipeline of Southwestern WNC small business loan clients
- Assist the MBW Lending department with underwriting and efficiently processing small business loan requests from a wide range of mostly Southwestern WNC businesses from startups to established businesses preparing for expansion (to include assessing business plan viability, compiling and analyzing company and personal financials, assessing credit risk, developing decisive loan recommendations and credit memos)
- Provide pre-loan technical assistance to prospective borrowers to assist them in getting ready for capital
- Assist in identifying and delivering technical assistance needs for existing borrowers

Qualifications

- Passion for Mountain BizWorks' mission, vision and values
- Bachelor's degree in business, finance, entrepreneurship, or a related field; advanced degree or commensurate professional experience a plus
- Experienced in small business/entrepreneur training and development and/or experience owning and operating a small business
- Strong understanding of the stages, needs and challenges of starting and growing a business
- Demonstrated project management capacity including managing complex program schedules, collaboration management, and managing vendors and/or funders
- Strong analytical, math and auditing skills with ability to use qualitative and quantitative data in decision-making
- Superior communication and customer service skills and an ability to adapt to a wide variety of audiences, including clients, supervisor, direct report(s), peers, and external partners/vendors
- Demonstrated self-starter who goes beyond job description to make sure goals are achieved
- Very organized, detail-oriented and fast and comfortable with various software programs, including strong Excel and database skills
- Demonstrated success in building and maintaining strong partner relationships
- Excellent interviewing and active listening skills
- Self-reliant, adept problem solver, results-oriented
- Energetic, collaborative and proactive team player

Reporting Relationship: Reports to Director of Sector Development

Pay: full-time, salaried

FLSA Classification: Exempt

To Apply

Qualified/interested candidates should email their resume and cover letter to noah@mountainbizworks.org with the subject line "Southwestern WNC Regional Manager". The position will remain open until filled thereafter.