



Catalyst Program Associate

Status: Full-time | Salary, Non-Exempt

Reports to: Entrepreneur in Residence

Work Location: Mountain BizWorks serves the mountains region of North Carolina with offices in Asheville and Boone. We also have a hybrid work environment which enables remote work opportunities throughout the WNC region.

About Mountain BizWorks:

Mountain BizWorks (www.mountainbizworks.org) is passionate about serving Western North Carolina as a non-profit community development financial institution (CDFI) providing tailored small business lending and peer learning services. Our mission is to build a vibrant and inclusive entrepreneurial community in Western North Carolina by helping small businesses to start, grow, and thrive. When small businesses succeed, we all prosper.

Mountain BizWorks is seeking to create a diverse work culture that closely matches the diversity of our client base and the communities we support. Our seven core values are modeled by our team and incorporated throughout business operations: equity, inclusivity, collaboration, stewardship, sustainability, entrepreneur-centric, and local.

Purpose:

A learning opportunity, with increasing responsibility for an individual with a keen interest in entrepreneurial development, small business finance, and/or addressing systemic and institutional racial bias in our local WNC economy through assisting with the core activities of Mountain BizWorks [Multicultural Catalyst Program](#).

The overarching goals of the Catalyst Program Associate include:

- Assist in leading and bringing an entrepreneurial, collaborative, and innovative approach to the Catalyst program and Opportunity Asheville initiative.
- Aid the organization in meeting its goals of responsibly and effectively increasing the deployment of loan capital and technical assistance to diverse entrepreneurs in each phase of business development.
- Work closely with the Entrepreneur in Residence to guide and develop the Catalyst program in a high-impact and financially sustainable manner.
- Be actively engaged and collaborative with the Mountain BizWorks “MBW” Learning and Lending teams.



- Assist the lending client relationship manager for a portfolio of current and prospective small business microloan clients; assisting these clients through the loan application, technical assistance, and monitoring phases.

Position Responsibilities/Essential Functions:

- Help define and track program timelines, outcomes and deliverables as set internally and requested by funders for the Catalyst program and Opportunity Asheville initiative.
- Review program metrics regularly with the Entrepreneur in Residence (EIR) and communicate these with the MBW team along with next steps and priorities.
- Proactively market MBW's services directly and through partnerships to consistently increase the number and level of diverse clients served.
- Help Catalyst Cohort participants to create client growth goals and connect clients to learning opportunities and business coaches.
- Proactively connect our growing portfolio of diverse clients to MBW's pre- and post-loan technical assistance services:
 - Conduct initial client intakes and assessments; help create client goals and service plans.
 - Proactively connect clients with relevant MBW learning programs; in some cases, deliver high-quality technical assistance directly; and where appropriate, refer clients to partners.
 - Assist the Lending Program with due diligence and related readiness assessments for Catalyst program and Opportunity Asheville loan applicants.
 - Track target market client progress through the loan pipeline and to identify opportunities for technical assistance support in a timely fashion.
- Assist the EIR in bringing an entrepreneurial approach to the creation of new products and services (or the strengthening of existing ones) such as training on how to become "procurement-ready", pre-Foundations entrepreneurial training, and Spanish-language offerings.
- Aid in organizational marketing and storytelling efforts to raise the visibility of entrepreneurs of color in Asheville & Western North Carolina.
- Help identify persistent barriers faced by diverse clients and opportunities to improve or extend services offered (lending, learning, and investing) to better meet client needs; and work with the MBW team to plan and implement improvements.
- Help ensure strong attendance/participation in MBW classes, workshops and events through active lending and learning clients, referral partners, community organizations and other stakeholders.
- Support the organization's continual growth in cultural competence, respect, and sensitivity.
- Support credit building education for all Mountain BizWorks borrowers.

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- Assist with new Learning client intake, initial assessment, and/or information sessions to ascertain specific needs and connect with MBW or partner services.
- Attend and represent MBW at meetings, workshops, classes, outreach events, information and training sessions as required.
- Maintain client training records as needed for effective client relationship management, grant reporting, and other documentation requirements.
- Assist with annual and ongoing collection and tracking evaluation of program effectiveness and organizational community impact data.
- Other Learning and organizational responsibilities as assigned.

Minimum Required Education, Skills, and Attributes:

- Commitment to [Mountain BizWorks' vision, mission, and values](#).
- Must live in [Western North Carolina](#), or be willing to relocate here.
- A track record of engaging community groups and/or stakeholders in collaborative and inclusive dialogue and problem solving.
- Experience or interest in the stages, needs, and challenges of starting/growing a business.
- An interest in or commitment to understanding systemic and institutional racial bias and best practices in addressing them.
- Experience in and commitment to working in a team-oriented environment.
- Self-driven initiative and performance of the highest quality, with keen attention to detail.
- Ability to work with clients and partners from various backgrounds.
- Exceptional written and oral communication skills; the ability to effectively communicate in one-on-one and in group settings; and experience communicating to diverse communities and stakeholders.
- Strong computer proficiency including Microsoft Office, email, customer relationship management (CRM) or similar database tools.
- Ability to work independently and to effectively manage time.
- Flexibility to manage the variety of tasks and responsibilities of the position.
- An interest or experience in microlending, credit building, small business management or other directly relevant fields.
- Spanish language (speaking and/or writing) skills are a plus.

Other (Supervisory Responsibilities, Schedule, Travel):

- This position has no supervisory responsibilities.
- Normal business hours are Monday - Friday, 9am - 5pm with opportunities for flexibility; however, this position may require some weekend and/or evening work to accommodate the services offered by Mountain BizWorks.



Physical Demands:

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work Environment/Physical Demands: position duties are performed in a typical office environment, with minimal exposure to excessive noise or adverse environmental issues.
- This role includes event set up and break down, which may occasionally require lifting and/or moving up to 20 pounds.

Compensation & Benefits:

Anticipated starting salary of **\$38,000**, with the opportunity for a higher base salary depending on skills and experience.

- Medical insurance plans
 - 80% of employee medical paid by employer
 - family coverage paid by employee
- Dental, vision & supplemental insurance options
 - 100% employee paid
- Retirement plan
- 10 paid holidays
- Paid Time Off (PTO):
 - Earn 18 days/year the 1st year of employment
 - Earn 24 days/year after 1st year of employment
- Professional Development Fund
- Sabbatical Leave Program
- Self-Care Fund
- Flexible schedule opportunities, as permitted by the role and workload

How to Apply:

Qualified/interested candidates should **email** their resume and cover letter to careers@mountainbizworks.org with the subject line "**Catalyst Program Associate**". Initial responses to this opportunity are requested by **9am Eastern on Wednesday, May 18th, 2022**, with the position remaining open until filled thereafter.

Mountain BizWorks values and respects all types of diversity and strongly encourages applicants from traditionally marginalized groups to apply. We prohibit discrimination and harassment and provide equal employment opportunity without regard to, and not limited to, ethnicity, religion, race, national origin, abilities, gender identity, sexual orientation, age or genetic information.