

---

Job Title	General Manager
Reporting to:	Community Futures Entrepreneur Fund Board of Directors
Compensation Range	\$75,000 - \$90,000

---

### **Overview**

Reporting to the Board of Directors, the General Manager is the operational leader of the local Community Futures organization and responsible for achieving the vision of growing the community one idea at a time.

### **Key Functions & Duties Strategy**

- Develop, implement, track, evaluate and calibrate business strategies and plans for achieving the vision and goals within the policies set by the Board of Directors.
- Manage the investment fund (loan fund) and maintain or improve the cash position of the organization.
- Provide regular financial and operational updates to Board of Directors.
- Cultivate and maintain strong relationships in the communities being served by attending events and becoming involved in the community.
- Assess internal operations on an ongoing basis, articulating short and long term needs, trends, problems, and opportunities and advise the Board on strategies to promote ongoing health and success.
- Facilitate information sharing and exchange amongst stakeholders, the Board and staff to establish common understand and commitment to goals and objectives.
- Role model the culture and values of the organization.

### **Product/Program Development & Management**

- Initiate and develop products, programs and/or policies to respond to and meet stakeholder needs and organizational development objectives.
- Scan, evaluate and recommend opportunities that align with the vision.
- Provide cost/ benefit analysis and economic evaluations on proposed products and programs.

- Ensure product or service quality.
- Lead the marketing, promotions and sales initiatives for products & programs.

### **Operations Management**

- Oversee internal operations including operational, financial, and people resources ensuring expected standards are met and efficient and cost effective management of resources and providing analysis of alternatives for corrective action.
- Develop and monitor individual performance objectives and plans for all employees, and consultants ensuring compliance with the overall strategic direction of the organization.
- Manage human resources levels including additional resources, terminations, and contracts.
- Support, coach, and encourage all staff, develop and maintain open communication and a shared teamwork approach to the completion of all assignments within the organization .

### **Loan Administration**

- Convene and facilitate a sound process to adjudicate and allocate the distribution of loan funds to applicants.
- Establish and communicate the criteria required for successful award of loan monies.
- Establish and monitor the implementation of an effective, efficient, and financially compliant loans process.

### **Requirements of an Ideal Candidate**

- Degree in business or relevant field.
- 5+ years of management experience.
- 5+ years of directly related Economic Development experience.
- 5+ years of small business lending experience.
- At least 2 years of experience marketing and promoting services.
- Extensive successful history planning, developing, implementing and evaluating programs.
- Proven track record managing P&L in business operations.
- Strong analytical and problem solving skills.
- Proven sound decision making skills while under pressure of tight deadlines, competing priorities and viewpoints.
- Excellent written and oral communications skills including the ability to make effective oral presentations.

- Excellent organizational skills including the abilities to manage time, multitask and prioritize.
- Superior interpersonal skills including the ability to build strong relationships.
- Strong customer service skills including a sense of urgency and commitment to cooperation.
- Effective conflict management skills.
- Proficient computer skills including in Outlook, Word, Excel and PowerPoint.
- Demonstrated ability to develop and execute plans (strategic, financial, operational).
- Strong ability to lead and manage a team including hiring, assigning and reviewing work, coaching and mentoring, and developing employees.
- Sound business acumen.
- Ability to represent the organization in a positive manner.
- Proven ability to prioritize and adapt.