



Small Business Services Manager

The Jamaica Plain Neighborhood Development Corporation (JPNDC) is a community development corporation anchored in 45 years of community organizing and equitable economic development. Our mission is to transform the lives and amplify the voices of Boston residents who have been excluded from prosperity by an inequitable economic system.

In the context of this mission, the role of JPNDC's Small Business Services is to partner with Boston small business owners to stabilize and grow their businesses, creating jobs and building assets for their own families. Our services are bilingual (Spanish/English) and designed to benefit livelihood businesses that are underserved in the larger workforce and small business ecosystem. Since 1997, the program has worked with more than 1,500 entrepreneurs, of whom 94 percent are people of color, 75 percent are immigrants, and 66 percent are women.

Small Business Services Manager Responsibilities:

- Provide remote and in-person one-on-one technical assistance to businesses
- Help entrepreneurs with loan packaging and provide post-loan technical assistance
- Manage the JPNDC Microloan Fund
- Develop and present workshops on topics of interest to the local business community
- Build and maintain relationships with banks and quasi-public financing institutions participating in business development, other business resource providers and advocacy organizations
- Develop program materials
- Supervise program staff and interns
- Track program performance
- Collaborate with other JPNDC Economic Prosperity programs to implement integrated service delivery to target populations and participate in cross-marketing activities
- Work with other JPNDC departments to advance business development
- Assist with fundraising efforts to support the program
- Promote the Small Business Services and represent JPNDC externally on economic development matters, as assigned by Director of Programs/CEO
- Other responsibilities as assigned by the Director of Programs

Small Business Services Manager Qualifications:

- BA in business administration, accounting, or related field.
- Demonstrated experience in business development, particularly working with small businesses, and providing intensive technical assistance and loan packaging services.
- Demonstrated success in business and financial planning, including feasibility analysis for new and existing enterprises.



- Thorough understanding of business accounting, including analysis of financial statements, ratios, and forecasting.
- Experience in economic development and community development; knowledgeable about local business resources.
- Experience in program management and staff supervision.
- Excellent communication and organizational abilities.
- Computer Proficiency required (Zoom, Microsoft 365, Excel, and PowerPoint).
- Effective negotiation and problem resolution skills.
- Ability to work with diverse constituents.
- Bilingual (Spanish/English) **REQUIRED**.

Employment Terms/Compensation: This is a full-time position with generous benefit package. Salary negotiable, depending on experience.

JPNDC is an Affirmative Action/Equal Opportunity Employer