

JOB DESCRIPTION

Position: Manager of Coaching and Knowledge Transfer

Responsibilities

The **Manager of Coaching and Knowledge Transfer** is responsible for the overall strategy and coordination of Chicago Community Loan Fund's (CCLF) Technical Assistance (TA) program. Since inception, CCLF has provided educational workshops and customized technical assistance services to existing and potential borrowers and such services will continue, but CCLF recognizes that more must be done to build and support local community talent. Visions of economic opportunity and justice must include efforts to create community wealth. This position will develop a business plan to expand CCLF's role into an intellectual partner to help advance customer projects and support organizational growth.

The Manager of Coaching and Knowledge Transfer will **demonstrate a commitment to community redevelopment, poverty alleviation and social and economic justice**. Responsibilities of the manager will include:

- Lead CCLF's suburban expansion of technical assistance efforts with suburban partners, developers, builders, funders and municipalities
- Support and empower community partners to build capacity of their organizations and enterprises through hands-on, customized technical assistance and a quality customer experience
- Develop a new business line or collaboration of service providers to advise community developers and local entrepreneurs on how to bring an impactful community project to fruition
- Coach and mentor new and existing customers through development issues to help bring projects to fruition
- Provide customized solutions to existing and potential customers navigating complex and challenging projects and/or social enterprises
- Expand CCLF's work to build a pipeline of community-based developers and support the grassroots visionaries and local entrepreneurs pursuing impactful projects and social enterprises in Chicago area communities
- Develop a series of workshops in three sectors (affordable housing, community facilities, commercial real estate and social enterprise) and establish a revolving schedule that is posted online
- Develop and regularly maintain an inventory of initiatives and incentives that support social impact development projects and non-profit driven social enterprise
- Increase impact by providing customized solutions to existing and potential customers navigating complex and challenging projects and social enterprises in low- and moderate-income markets
- Provide quality information and hands-on support to customers throughout the process, ultimately strengthening capacity of customers
- Broadly build knowledge base about how to approach social enterprise and real estate development across sectors and connect actors to CCLF to set the foundation for quality projects in Chicagoland communities
- Work with Vice President of External Relations to update the agency's technical assistance offerings on the CCLF website
- Work with Vice President of Economic Development to create TA offerings for that new department
- Engage industry external partners and consultants around TA, sustainability and good design programming; act as a liaison with peer and partner organizations regarding best practices and knowledge transfer

- Oversee mass communications to existing borrowers and TA clients, provide time-sensitive industry updates and deadlines, best practices, and general knowledge transfer
- Market and promote CCLF's TA, sustainability and good design programs
- Maintain and manage resource and information center and referral database
- Lead and improve social impact tracking, analysis and reporting initiatives for the lending and TA teams, including the management of internal and external reporting
- Assist COO/EVP, Programs with financial management of the TA program
- Assist with other portfolio and lending related tasks; complete other assignments as required

Nature & Scope of Working Relationships

The Manager of Coaching and Knowledge Transfer position requires maintaining working relationships with fellow team members, borrowers, potential clients, consultants, vendors, financial institutions, partners, other public and private sector institutions and peers in the field of community development. This position will report to COO/Executive Vice President of Programs.

Qualifications

The successful candidate will possess the following:

- Minimum 5 years of management experience
- Minimum 5 years of experience in financing, managing and/or designing sustainable real estate
- Minimum 5 years of experience in delivering consulting, training and/or technical assistance in community real estate and economic development
- Knowledge of financial incentives for energy efficient systems and environmentally friendly building materials
- Entrepreneurial dynamism
- Strong marketing and networking skills; existing participation in sustainability networks
- Ability to synthesize complex information quickly and convey it to internal and external partners
- Excellent oral and written communications skills
- Excellent listening skills
- Strong quantitative analysis skills
- Excellent relationship builder
- Outstanding client-centered service ethic
- Ability to work with a diverse range of community-based groups
- Commitment to principals of good design, environmental stewardship and economic justice
- Driver's license required
- Be willing to travel locally 50% of the time

Minimum educational requirements:

- Bachelor's degree in architecture, engineering, environmental management, environmental policy, natural resource management, business administration, urban and regional planning, public policy or a related field
- Certified training in energy efficiency and sustainable building methods
- Bilingual (English/Spanish) skills a plus

Performance Measures

The primary challenge of this position is to provide a high-touch, relevant technical assistance program that is instrumental during the inquiry, origination, underwriting and closing stages while maintaining a high level of customer appreciation. A secondary challenge is to cultivate a network of relationships

among CDCs/CBOs, umbrella agencies, other CDFIs and others that will allow CCLF to expand its social impact throughout Chicago and the region.

Performance measures include: development and maintenance of a high-touch, relevant technical assistance program; development of new and management of existing strategic partnerships; sophistication and use of social media and collection/maintenance of social impact data.

Work Conditions.

Majority of time is spent indoors in an office atmosphere. Frequent local travel will be required. While performing the duties of this job, the employee is regularly required to sit, use hands, talk and hear. This position requires frequent standing, walking, kneeling and crouching. This employee must occasionally lift and/or move up to 25 pounds.

At the Chicago Community Loan Fund, we are committed to an inclusive workplace where diversity in all its forms is championed. CCLF is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. We also consider qualified applicants with criminal histories, consistent with legal requirements. If you require special accommodation, please let us know.

To Apply

FOR CONSIDERATION PLEASE SUBMIT RESUME TO: JOBS@CCLFCHICAGO.ORG.

No phone calls please.
