

COMMUNITIES Unlimited

Job Description

Position:	Management Consultant
Immediate Supervisor:	TBD
Location:	Northwest Arkansas (Office location: Fayetteville, AR)
Mission Focus:	Entrepreneurship

Summary of Position

Management Consultants provide direct one-on-one managerial assistance to small businesses located throughout our 7 state target market, with primary emphasis in the region around their office location. The incumbent should be passionate about social and economic justice, possess strong financial and management skills, and be excited to work in a team environment serving entrepreneurs that want to start successful businesses or need help to maintain/expand their current business and need help to overcome barriers to their success including limited credit history, limited access to financial/managerial training or education, and lack access to traditional financing options.

Education/Certification Requirements

Master's degree is required, with strong preference for a MBA or a Masters in Social Entrepreneurship. Must be eligible to work in the U.S. Must have a valid driver's license and be willing to travel to client sites when conditions allow and as necessary.

Experience/Skills Requirements

3 years related work experience is required. Business ownership experience preferred. 2 years of experience working with the Microsoft Office suite of software including some combination of Word, Excel, PowerPoint, Outlook is required. Experience with Microsoft 365 cloud-based SharePoint and/or TEAMS is preferred. Experience working with Quickbooks is preferred.

Must be able to demonstrate experience building trust-based relationships with CU's target client audience, which includes underserved entrepreneurs (e.g. those with English as a second language, operating small-businesses in persistent poverty communities, with limited financial resources, and including veteran, woman, minority and disabled small business owners).

Successful consultants have strong financial and management skills; excellent facilitation skills; strong analysis skills with the ability to provide concise, easy to understand written summaries; and the ability to effectively work in a team setting dependent upon virtual communication and collaboration. Must have reliable transportation and be willing to travel throughout CU's target market.

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Summary of Essential Job Duties

The following is a summary of general essential duties, all of which may or may not be assigned at any given time to an individual consultant.

- Conduct initial assessment with client to determine the needs, identify any problems and assess the best course of action to assist client in reaching their goals.
- Develop a Scope of Services that clearly outlines the proposed activities, timeline and estimated cost as well as the responsibilities of the client.
- Manage client engagement and communicate immediately any problems to supervisor.
- Conduct research (market and industry).
- Connecting client with any other resources both internal (specialized consulting; workshops or training; loans; etc) or external (partners, credit counseling, other)
- Document process, impact and detailed information on each client, ensuring all work product and client data is stored in CU systems and is protected through security and backup processes and available to supervisor and other staff as needed.
- Travel to client location to conduct assessment and implementation of project. Coordinate travel to minimize trips and work with supervisor to implement virtual strategies when possible.
- Close projects.
- Assist Communities Unlimited lending staff, as needed, in the preparation of small business loan packages, loan closings, collection of loan data and in loan monitoring.
- Participate in staff meetings and share learnings, success stories and opportunities with the full team.
- Identify new opportunities for funding, partnership development and deal flow.
- Coordinate partner relationships.
- Document all work.
- Work with supervisor to complete detailed work plans and action plans that are used to manage work and performance.
- Maintain working knowledge of and comply with corporate policies, procedure, supervisor direction and contractual compliance requirements.
- Maintain the highest level of confidentiality and security with all information, understanding your obligations in regards to client data, community environmental system data, borrower data, payroll data, HR data, medical information, workman's compensation data, IT data, computer passwords, email account passwords, phone lock codes, etc.
- Accurate and timely submission of time and expenses in compliance with CU policy and supervisor direction, understanding this record in a critical part of CU's compliance with grants and contracts.
- Support CU communications and marketing by: submitting client stories; securing releases for use of client quotes/images; media capture (photos, videos, etc.); collaborating with communications staff to promote events, loan closings, community projects and client businesses; and, complying with corporate branding requirements.
- Represent CU at/facilitate other meetings and events as needed.
- Special projects, and other duties as may be assigned by supervisor or program director.

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Tools Used in Job

Computer, internet, smart phone (texting, email, photos, videos, social media, and calls), web-based databases for data-entry, Microsoft Office suite including Outlook, Word, Excel and PowerPoint is required. Experience with cloud-based Microsoft 365 SharePoint and TEAMS may be given preference. Use of additional software for project related activities may be required.

Work Environment

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.