



**Position:** Keeping Small Business in San Francisco Program Manager  
**Reports to:** CEO  
**Department:** Executive – Special Project  
**Supervises:** Case Manager, Consultants, Volunteers  
**Location:** San Francisco, California  
**Position Type:** Full Time, Exempt position.  
**Start Date:** April 1, 2016

Working Solutions ([www.workingsolutions.org](http://www.workingsolutions.org)) is a Department of Treasury certified Community Development Financial Institution whose mission is to provide small business owners with capital and consulting services to start or grow their business. We prioritize serving low-income individuals, women, and minorities. We support microenterprise growth as a strategy to strengthen the local economy, create jobs, and build strong communities. We provide small business loans (microloans) from \$5,000 up to \$50,000, five years of post-loan business consulting, and referrals to small business resources. The organization was established in 1999 and launched its microenterprise development program in 2005. Working Solutions m has invested close to \$10 million in loans and grants in local small businesses and we've educated thousands of entrepreneurs, resulting in more than 1,100 local jobs. Working Solutions has a growing team of 14 full time employees with headquarters in San Francisco and satellite offices in San Rafael and Oakland.

### **Position Overview**

Reporting to the Chief Executive Officer (CEO), the Program Manager will coordinate all aspects of the Keeping Small Businesses in San Francisco pilot program. In partnership with Citi Community Development and the City of San Francisco, Working Solutions is launching an exciting new program to help San Francisco small businesses mitigate the challenges of rising rents and ensure a thriving small business community remains throughout the City. The goal of the program is: 1) to keep San Francisco businesses in their current spaces whenever possible; 2) to assist businesses in moving elsewhere, if needed; 3) to work with businesses to develop creative solutions to help them stay in business; or 4) to help small businesses close in the most cost effective way through succession planning, bringing on new partners and/or selling the business.

The Program Manager will need to map the project for discovery, planning, approval, and implementation. Experience in program development, project management, and public-private partnerships is a must.

### **Key Duties**

- Design Program
  - Develop a pilot program under Citi Community Development grant.
  - Work with Working Solutions Leadership Team, Citi Community Development and the City of San Francisco to design and manage



program to a diverse client base that needs to access services in different languages to help them stay in San Francisco.

- Know, or quickly familiarize self with nonprofits, city programs, and companies that provide essential services to small businesses and further develop partnerships with those organizations providing displacement mitigation support to small businesses.
- Recruit, train, manage and evaluate additional staff, consultants and volunteers as necessary to implement program.
- **Manage Program**
  - Develop and manage program budgets, invoicing, and other communications to SF Mayor's Office of Economic and Workforce Development (OEWD) and Citi Community Development.
  - Manage or oversee management of client files and data tracking. Prepare and submit all required reports to funders with a high level of accuracy.
  - Manage or oversee outreach efforts specific to keeping businesses in San Francisco program. Work with Working Solutions' Marketing and Communications Associate to develop marketing strategy.
  - Analyze results and produce reports and success stories to communicate impact to stakeholders including Working Solutions' board members, funders, partners, collaborators, and communities.
  - Work with COO, Chief Development Officer, and CEO to develop and oversee budget and financial resources for programs, ensuring compliance with grant and reporting requirements.

### **Required Qualifications**

- 5-7 years project management experience.
- Track record of managing successful public-private partnerships.
- Knowledge of the needs of diverse San Francisco small business owners.
- Self-starter with program development experience.
- Effective public speaker who is comfortable working with multiple partners to promote and conduct PR and act as a spokesperson for the program. Someone who is comfortable communicating with all levels of staff including corporate, nonprofit, and public sector executives and board members.
- Knowledge of the field of entrepreneurship, microenterprise, small business ownership, program and staff management.
- Excellent interpersonal skills with the ability to communicate a compelling and inspired sense of purpose.
- Ability to multi-task and prioritize with multiple deadlines with great attention to detail.
- Flexibility to continually incorporate small business feedback, staff feedback, and partner feedback to improve the program and processes.



- Comfort working in a growing, impactful, fast-paced, fun, and mission-driven organization that provides both consulting and loans to small businesses.
- Ability to manage and inspire staff and work well in a team.
- Previous experience in economic development.

**Desired Qualifications**

- Project Management Professional Certification or equivalent.
- Fluency in a language in addition to English is preferred.

**Salary Commensurate with Experience**

**Excellent Benefits:** Including but not limited to medical, dental, vision, 401(k), commuter checks, and generous holidays.

**Application Deadline:** Wednesday, March 9, 2016.

Please email resume and cover letter with the subject line “Working Solutions Program Manager Position” to [jobs@workingsolutions.org](mailto:jobs@workingsolutions.org).

No phone calls please.

Working Solutions is an Equal Employment Opportunity Employer.