



community development partnership

Creating opportunities for people to live, work, and thrive on the Lower and Outer Cape

Job Opportunity Manager of Business & Credit Programs

The Community Development Partnership leads the Lower Cape in building a diverse year-round community of people who can afford to live, work, and thrive here. To accomplish our mission, we promote, develop, and manage affordable housing; nurture the launch and growth of small businesses; and facilitate collaboration with business, non-profit and government partners.

Achieving our mission requires several strategies and a range of programs. Our work starts with creating affordable homes—so essential to a healthy economy, but a challenge in communities like ours where seasonal and vacation dynamics drive the market beyond the reach of many who live and work locally year-round.

We also work to launch entrepreneurs and strengthen local businesses. We believe a vibrant future depends on sustaining traditional industries and inspiring new ones—especially when they are based on renewable natural resources such as fishing and farming.

Since 1992, CDP has been a leader in developing and delivering innovative programs that foster an economically and environmentally sustainable Lower Cape Cod community. As a community development corporation, we value economic diversity and are committed to the inclusion and participation of local area residents, business owners and leaders in setting our priorities.

Based in Orleans, MA, the CDP has an annual budget of \$3.4 Million funded through government and foundation grants, contributions from individuals and businesses, and earned revenue. A staff of seventeen professionals is charged with delivering the organization's programs and the organization is governed by a 16-member Board of Directors comprised of business and community leaders.

Job Opening: **Manager of Business & Credit Programs**
Status: **Full-time Exempt Position (37.5 hours/week)**
Time Frame: **Review begins May 16, 2025, position open until filled**

DESCRIPTION

The Manager of Business and Credit Programs is responsible for the administration and management of the Community Development Partnership's (CDP) small business technical assistance and lending programs. The Manager provides program implementation support to the Director of Business & Credit Programs and is also responsible for strategic outreach to business communities. In addition, the Manager is responsible for encouraging and nurturing partnerships with local businesses, community members and other non-profits to further the CDP's mission.

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The Manager of Business and Credit Programs reports to the Director of Business and Credit Programs and will work from the CDP's office at 180 Cranberry Hwy, Unit 5, Orleans, Massachusetts. Opportunities for remote work of up to 3 days per week are available after the successful completion of a 120-day Introductory period and subject to approval by the position's supervisor.

This is a Full-Time Exempt Position (37.5 hours/week).

Our Ideal Candidate:

This position primarily works one-on-one with entrepreneurs and the candidate should be confident and effective in building rapport quickly with people from many different backgrounds. The candidate should be 1) passionate about the CDP's mission, 2) have strong counseling and facilitation skills, and 3) is excited to help small businesses succeed.

Our ideal candidate is:

- knowledgeable of housing and community development issues on the Cape
- experienced with working in small business development
- able to develop leadership skills, particularly with L-Moderate Income communities, communities of color and immigrant communities.
- energetic, collaborative and a dependable team player,
- a problem solver who can adapt in the moment,
- confident in generating new ideas and bringing them to fruition, as well as stepping into existing programs and understanding why they operate the way they do,
- someone with strong writing and speaking skills, both formally and informally.

This is an opportunity to expand and contribute to an already successful, visible, and highly valued program within the CDP and have significant long-term impact on the Lower and Outer Cape.

Specific duties will include but not necessarily be limited to:

Technical Assistance

- Respond to inquiries for Technical Assistance and grant opportunities for business owners.
- Provide in-depth individual small business technical assistance to assist entrepreneurs to start up, grow or expand their businesses.
- Provide these services at the CDP offices, via zoom or in person at regional office hours locations across the Lower Cape.
- Areas of assistance include but are not limited to:
 - Assess client businesses to identify their specific needs, challenges and opportunities.
 - Assist clients in developing business plans, including market analysis, financial projections, operational strategies, and marketing plans.
 - Provide guidance on financial planning, budgeting, cash flow management and access to funding.
 - Help clients develop and implement effective marketing strategies, including online and

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- o offline channels and improve sales processes
- o Support clients in optimizing their business operations, including supply chain management, customer service and technology implementation.
- o Connect clients with relevant resources, including funding opportunities, mentors and other support networks.

Workshops

- Develop and deliver training programs and workshops on various topics to help clients build their skills and knowledge.
- Schedule and facilitate workshops for small business owners.
- Coordinate with program partners to facilitate programs and workshops

Client Records:

- Maintain client records, files and data collection systems for grant reporting using Sales Force.
- Assist Director of Business & Credit Programs, Controller and Chief Program Officer with preparation of grant reports as needed to meet grant requirements.

Loan Programs:

- Process loan payments on GMS and report loan activity monthly. Report principal and interest breakdown to Chief Financial & Operations Officer for each loan payment and any other adjustments made to loan balances
- Provide monthly loan balance summaries to the Accounting Department and at monthly Lending Committee meetings.
- Maintain client records, files and data collection systems
- Coordinate loan closings
- Respond to inquiries for Loans and/or Technical Assistance, and schedule appointments with appropriate staff member
- Review applications to ensure complete submission of required program documentation
- Conduct basic underwriting of loan requests
- Prepare agenda and attach documentation for meetings of Lending Committee

Cape Cod Fisheries Trust:

- Annual preparation of applications and required program documentation
- Assist all eligible lessees in the preparation of applications and required program documentation
- Maintain client records, files and data collection systems
- Accept lease payments and transfer quota per lease terms
- Attend Fisheries Trust leadership meetings and scallop meetings

Outreach and Program Promotion

- Maintain database for weekly emails through Constant Contact
- Create content, produce, and distribute monthly business e-newsletter Inside Scoop and weekly Business Help Updates

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- Conduct outreach to share the CDP's program offerings
- Conduct outreach to encourage and nurture partnerships with other non-profits and community organizations
- Develop and implement strategy with Director for outreach to BIPOC and immigrant business owners
- Represent the organization at community meetings, chamber of commerce events, trade shows, legislative forums, etc.

Other

- Attend meetings and trainings as appropriate
- Other related responsibilities as required

Skills and Experience

There are innumerable ways to learn, grow and excel professionally. We respect this when we review applications and take a broad look at the experience of each applicant. We want to get to know you and the unique strengths you will bring to the work. We are most likely to be interested in your candidacy if you can **demonstrate most of the qualifications and experience** listed below.

Ideal

- A passion for helping small businesses succeed.
- A knowledge of housing and community development issues on the Cape
- At least four years of experience working in small business development
- Ability to develop leadership skills, particularly with LMI communities, communities of color and immigrant communities.
- Personal sense of accountability, integrity
- Lives in the Lower/Outer Cape region.
- A college degree or at least five years of experience in a similar position.
- Fluency in the use of Sales Force, and Constant Contact.

Required

- Proven experience in small business development, consulting or a related field.
- Strong understanding of business principles, financial management, marketing and operations to support small business owners.
- Strong organization, prioritization and tracking skills.
- Excellent analytical, problem solving and interpersonal skills.
- Strong written and verbal/public speaking skills.
- Flexibility to work evenings.
- Excellent computer skills and a high level of proficiency in Microsoft Office (Word, Excel, Power Point, Teams, Outlook 365) and zoom video conferencing.
- Ability to work both as part of a team and independently with limited supervision.
- High level of professional judgement, tact and initiative in preparing appropriate management

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recommendations.

- Must have a valid driver's license and vehicle

Compensation: Salary range is \$65,000 to \$68,000 annually. CDP also provides a generous package of benefits including vacation, sick time, retirement benefits and flexible spending accounts for healthcare and dependent care expenses. Staff enjoy flexibility in their work hours and working location if organizational needs are met.

The CDP is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. The CDP is committed to building a diverse staff and strongly encourages applications from minority candidates.

To Apply: Please submit a cover letter summarizing your professional experience as it relates to the job description, followed by a resume, combined into a single PDF. Email your PDF to Andrea Aldana, Andrea@capecdp.org. Include "Manager of Business & Credit Programs" in the subject line. References may be requested.

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