

**Pathway Lending
Director, Veteran Business Outreach Center – Tennessee & Kentucky
Contingent Upon Notice of Award for Federal Funding (anticipated April
2018)**

Pathway Lending is a fast growing nonprofit and a national leader in Community Development Lending. In 2018, Pathway Lending anticipates expanding its capabilities to serve active duty military personnel, reservists, retired veterans and their families through a dedicated entrepreneurship program. This important work will build upon Pathway's existing education and outreach programs with the purpose of eliminating barriers for entrepreneurs.

Every day, we work with entrepreneurs to understand their professional opportunities and organizational challenges. Join us and see how our innovative educational services and flexible services can support their goals, grow their business, and create meaningful impacts in communities.

Since 1999, we've helped hundreds of businesses grow, loaned \$150+ million, and provided 32,000+ hours of coaching. We've gained a prominent voice as a leader in mission-driven lending and as a strong partner with local, state, and federal agencies that we hope to leverage in the next phase of our growth. With total lending assets approaching \$125 million Pathway Lending has become one of the largest business focused CDFIs in the country.

Pathway Lending is expanding its educational services and is searching for an experienced professional with a track record that balances launching and administering programs with hands on delivery of classroom education and business counseling, developing relationships with referral partners and public and private stakeholders. The successful candidate will have strong military connections, preferably active duty service, and great passion for teaching transitioning military personnel about the fundamentals of entrepreneurship while also helping veteran entrepreneurs achieve their business goals, including accessing capital.

The hiring of this position is contingent upon the award of federal funding from the U.S. Small Business Administration to operate a Veterans Business Outreach Center. Notice of this award is anticipated no later than April 2018.

Director, Veteran Business Outreach Center

While we believe Community Development Financial Institutions (CDFIs) like Pathway can be a game changer for economically underserved entrepreneurs and communities. It's still a new concept so many people don't realize how powerful we can be. It will be your job to introduce public and private stakeholders, as well as veteran-owned small businesses of all stages, to the resources we can provide.

Reporting to the Sr. Vice President, this new position will launch and lead a new Veteran Business Outreach Center (VBOC) serving Tennessee and Kentucky. The VBOC Director in collaboration with Pathway Leadership will be responsible for developing and implementing a business strategy that includes leading a total of 20 to 25 Boots to Business Workshops each year across active duty military installations at Ft. Knox, Ft. Campbell, McGhee-Tyson and Naval Support – Mid South. The VBOC

Director will work closely with VBOC Program staff and other representatives of the U.S. Small Business Administration.

As VBOC Director you will be a primary representative of Pathway Lending with military installations military support organizations and other public and private stakeholders which support veteran-owned small businesses. Additionally, the VBOC Director will be responsible for identifying opportunities for Pathway Lending consistent with its mission, values and vision.

You will work with Pathway's existing public and private partners to promote and deliver the entrepreneurial resources of the VBOC, as well as meeting with veteran-owned small businesses of all stages (aspiring to growing). Additionally, you will be responsible for managing other personnel (may be full time, part time, or a shared resource) and developing collaborative relationships. You'll be detail oriented but see the big picture. Your presentation and facilitation skills, along with your passion and knowledge of entrepreneurship will insure success of the VBOC and play an integral part in helping Pathway Lending achieve its purpose of removing barriers for entrepreneurs.

WHAT EXPERIENCE YOU BRING

- Extensive relationships and knowledge of the military community, preferably within Tennessee and Kentucky.
- Proven ability to launch and manage programs which meet the guidelines and compliance of funders.
- Proven ability to manage the activities of business development professionals.
- Proven ability to deliver classroom education, facilitate workshops and provide business counseling services.
- Develop and maintain relationships with community partners and public and private stakeholders.
- Proven ability to assess business opportunities.
- Strong oral and written communications skills and experience in public speaking.
- Strong organizational and time management skills and proven ability to assimilate data and report data to stakeholders in a concise manner.
- Prior experience in a public facing role and willingness to be the "face" of Pathway Lending
- Strong understanding of entrepreneurship community development.

WHAT YOU'LL DO

- Collaborate with other Pathway Lending internal resources, including the Pathway Lending Credit and Lending team, the Pathway Women's Business Center, the Pathway Business Advisory Services Team, as well as internal lending resources, administrative, accounting, marketing, communications and impact teams to insure that VBOC services are delivered in a synergistic approach with the entire organization.
- Reach out to existing VBOC's, other entrepreneurial organizations, and U.S. Small Business Administration VBOC personnel to learn and identify best practices that can be implemented in TN and KY.
- Launch and operate a new, multi-state delivery system and business strategy for small business education workshops and business counseling focused on veteran-owned firms.
- Develop a strategy to market the VBOC and Pathway Lending services to aspiring and current veteran-owned small business owners, referral partners and stakeholders.

- Plan, schedule, and coordinate events, to include:
 - Boots to Business – a 2 day class designed for transitioning active duty personnel
 - Boots to Business: Reboot – an 8 hour class designed for military personnel in any capacity and their families
 - Standalone workshops and entrepreneurial cohorts to support the launch and growth of veteran-owned businesses
 - Business or veteran-related events as feasible given the budget
 - Outreach activities to include in-person meetings with other Resource Partners
- Manage the utilization of business counselors (may be dedicated or part time for the VBOC)
- Teaching business workshops throughout TN and KY
- Perform Administrative Tasks to include, but not limited to:
 - Submitting a report quarterly to the VBOC Program that is a written account of:
 - all the events held/attended and the outcomes
 - number of clients worked with
 - detailed spreadsheet on all travel and supply costs
 - Uploading client information into a CRM database(s) to track activities and client impacts.
 - Uploading Boots to Business and Reboot classes into a CRM to insure classroom materials get shipped and students can enroll in classes
- Provide Business Counseling to veteran entrepreneur clients including spouses/dependents)
- Ensure timely and high quality responsiveness to all who seek assistance from the VBOC

A FEW THINGS TO CONSIDER

- Pathway is focused on helping businesses grow and create jobs while also growing the number of small businesses we provide loans to and support through access to capital. What strategies would you recommend to achieve the goals of a VBOC fulfill Pathway's organizational goals?
- You will be a new dimension for Pathway Lending, standing up a VBOC serving the states of Kentucky and Tennessee while also continuing the work which must be transitioned from two incumbent VBOCs which previously served these states. What strategies would you employ to simultaneously launch new programs and insure sure all existing VBOC program obligations are being met?
- Pathway Lending provides business loans to a target market that includes African-American business owners and businesses located in low and moderate income communities. How would you ensure our message reaches these populations within the veteran-owned business community?

AT-A-GLANCE "MUST HAVES"

- Prior Military Service and a strong connection to the military community.
- 10+ years of experience in small business related matters.
- Excellent facilitation, presentation and business counseling skills.
- Strong relationships in public and private sectors that support economic development.
- Program Management and leadership experience.
- Experience in launching and growing programs, divisions or organizations.
- Focus on customer service.
- Strong written and oral communication skills.

- A curiosity to understand entrepreneurs' opportunities and challenges.
- A passion for helping people.

THINK THIS IS THE RIGHT OPPORTUNITY FOR YOU?

Please submit a resume and cover letter and salary range requirements to lisa.guzda@pathwaylending.org. Applications received by March 26, 2018 will get preference.

If your background and experience align, you will be asked to complete a short-answer questionnaire and submit a sample of your work – writing, presentation or other examples of prior experience.

Next, if you are chosen as a finalist, you will first be interviewed by The Gabriel Institute and then by Pathway. The final step in the hiring process will be to arrange personal reference calls to confirm details of your work history and performance.

Salary commensurate with experience.