



Job title	Director of Programs
Reports to	Chief Executive Officer

Company Description

ASSETS is a 501(c)(3) and Certified Community Development Financial Institution (CDFI) located in Lancaster, Pennsylvania. Founded in 1993, our organizational focus is transforming communities through business, with an emphasis on under-represented entrepreneurs such as women and Black, Indigenous, People of Color (BIPOC). ASSETS offers in-depth training and lending for entrepreneurs. We believe in harnessing the power of entrepreneurship to alleviate poverty and build vibrant and sustainable communities.

Position Summary

ASSETS is a dynamic, growing organization focused on helping diverse, innovative, and ethical entrepreneurs start and grow their businesses. The Director of Programs will serve on ASSETS' leadership team and will be responsible for implementing and administering all aspects of programming for ASSETS, including entrepreneur training and community lending. This position will also ensure that the organization's programmatic goals are being met, and that the staff is prioritized and supported.

Primary Responsibilities

General Programs Direction:

- Supervise and manage members of the five person Programs Team: Entrepreneur Training and Community Lending.
- Initiate and set goals for programs according to the strategic objectives of the organization.
- Plan the programs from start to completion involving deadlines, milestones, and processes.
- Devise evaluation strategies to monitor performance, program effectiveness, and client satisfaction.
- Discover ways to enhance efficiency and productivity of procedures and people.
- Responsible for the oversight, development and monitoring of all annual program budgets.
- Identify professional development and skill training opportunities for all program team members.
- Ensure proper communication with all team members and internal departments to achieve program success and assure required grant and funding compliance.
- Ensure a clear understanding of the relationship and dynamics between Entrepreneur Training and Community Lending, in order to provide insights, recommendations and deliver a quality experience that maximizes outcomes and impact for ASSETS.

Program Oversight:

- **Entrepreneur Training:**
 - Responsible for developing internal systems and processes that support efficient outcome tracking.
 - Ensure that all training programs are working effectively and meeting goals by tracking client progress, including client demographics and key metrics identified in the ASSETS strategic plan.
 - Women's Business Center:
 - Supervise and support Women's Business Center Program Manager and Entrepreneur Training staff members in all program activities, including program



- administration, communication, and recruitment.
- Ensure compliance and reporting to the SBA is accurate and that output and outcome expectations are met or exceeded. Coordinate quarterly compliance meetings with Programs, Finance and Development team members to ensure reporting efficiency and accuracy.
- **Community Lending:**
 - In partnership with the CEO, set overall goals and direction for Community Lending impact, including regular review of loan products.
 - Ensure TA Grant compliance and reporting to the SBA is accurate and that output and outcome expectations are met or exceeded. Coordinate quarterly compliance meetings with Programs, Finance and Development team members to ensure reporting efficiency and accuracy.
 - Responsible for developing internal systems and processes that support efficient outcome tracking.
 - Supervise and support the Director of Community Lending to consistently meet quarterly goal objectives and increase client satisfaction.
 - Ensure that all CDFI and SBA requirements are met for annual CDFI certification and SBA loan compliance.

Community Partnerships:

- Network within community organizations and events that serve our focused market (women entrepreneurs, entrepreneurs of color, and ethical businesses).
- Perform other related duties as required.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions. Women and people of color are strongly encouraged to apply.

- Commitment to the mission and programs of ASSETS.
- A deep familiarity and commitment to the clients served through ASSETS' programs.
- Systems focused thinker with good planning and organizational skills.
- Bachelor's degree in business or relevant professional experience.
- Lending experience preferred.
- Familiarity with grants management and compliance.
- Experience supervising a team effectively.
- High computer literacy. Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook), Google products and other popular communication technologies such as Slack and Zoom.
- Bilingual in English and Spanish preferred.
- Ability to lift 25 lbs.

Working conditions

ASSETS is an in-person, office-based organization. You may share a room with other staff, or even work in a large area alone. The work can be challenging at times with responsibilities for meeting targets and deadlines. Dress can be business casual to professional depending upon occasion. The noise level in the work environment is usually quiet to moderate.



Physical requirements

The physical demands are typical of an office setting. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

Note

This job description in no way states or implies that these are the only duties to be performed by the incumbent in this position. The incumbent will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship. No promise of employment for a particular period of time shall be effective or binding unless made in writing.

Equal Opportunity Employer:

ASSETS does not discriminate against any employee or applicant for employment because of race, color, ancestry, age (40 and over), religion, sex, national origin, political affiliation, sexual orientation, gender identity, marital status, disability, genetic information, veteran status, membership in an employee organization, or any other legally protected characteristic. ASSETS promotes the principle of equal employment opportunity.