



COOPERATIVE FUND OF THE NORTHEAST

P.O. Box 970, Watertown, MA 02471 • 800-818-7833

www.coopfund.coop • cfne@cooperativefund.org

### **Cooperative Fund of the Northeast**

The Cooperative Fund of the Northeast (CFNE) is a community development loan fund that bridges socially responsible investors and cooperatives, community oriented non-profits, and worker-owned businesses in New England and New York. Since 1975 CFNE has supported co-ops by providing over \$60 million in flexible financing, as well as customized technical assistance. This has created or preserved thousands of jobs and affordable housing units, without losing any investor funds.

**Mission:** We work for economic, social, and racial justice by advancing community based, cooperative, and democratically owned or managed enterprises with a preference to assisting cooperatives in low-income communities by:

- Providing financial products at reasonable rates
- Developing business skills
- Offering an investment opportunity that promotes socially conscious enterprise

### **Position Title: Program Associate**

**Service Area:** Northeast US (New York State and the six New England states).

### **Job Description**

CFNE's Technical Assistance (TA) team helps groups to navigate the world of cooperative enterprise through coaching, connections, and content. This position will be responsible for supporting the TA team in all three arenas of service delivery, including: monitoring TA coaching activities, facilitating relationships with clients and partner organizations, supporting grant applications, and developing and updating client-facing content. Duties will include maintaining and improving systems for communication and data management, coordinating services and payments with subcontractors, assisting co-ops with grant applications and reporting, and collecting and synthesizing content for newsletters and social media.

The position will also provide intensive support to our newly-developed BIPOC Developers Fellowship program, including scheduling, coordinating, and IT for Zoom meetings; maintaining course materials and participant data; and event planning for in-person retreats. A successful applicant will derive satisfaction from independently completing data and administrative projects, as well as relating with participants from a wide range of cultural backgrounds, educational levels, and socioeconomic statuses.

This full-time, salaried, non-exempt position is 35 hours per week, will work remotely from a home office, and reports to the Cooperative Business Support Officer, with starting salary of \$50,000-\$55,000 depending on experience. (Part-time hours are possible.)

## Essential Functions

- TA Department Operations
  - Maintain and identify opportunities to improve existing TA systems, including intake, monitoring, internal communications, and outside referrals
  - Process technical assistance requests from loan officers, borrowers, and pipeline
  - Manage registrations, reminders, and follow-up content for monthly training series
  - Staff and manage webinars, meetings, events and assist with event planning
- TA grants administration
  - Support new grant applications through research, data-gathering, and drafting narratives
  - Track and assist in analysis of TA data including service hours, client demographics, and outcomes
  - Follow up with loan officers to ensure accurate and timely reporting of TA provided by lending staff
  - Support creation, outreach, and data analysis for annual social impact survey
  - Assist co-ops in the application and reporting process for direct TA grants and CFNE-sponsored opportunities
  - Create and maintain electronic files of proposals, contracts, and invoices for TA subcontractors
  - Coordinate services with subcontractors, monitor hours and outcomes, and request information as necessary
- Fellowship
  - Schedule course sessions and peer meet-ups with participants, trainers, and mentors
  - Maintain course platform, library of course materials, and member forum
  - Track participant progress and host site and trainer deliverables
  - Prepare and record vendor and host site payments
- Content management
  - Identify and promote useful local, regional and national cooperative and business training and capital-access resources to current and prospective borrowers
  - Maintain training and event calendar
  - Coordinate content for Co-op Monthly e-newsletter and social media posts
  - Synthesize input from TA and lending staff to update and expand TA referral list/map
  - Assist with writing assignments and development of educational and promotional content

## Qualifications

The ideal candidate will have the following qualifications and background:

- At least two (2) years experience in administration, program coordination, or similar.
- Outstanding attention to detail.
- Strong organizational, analytical, and problem solving skills.
- Strong interpersonal and communication skills, both written and verbal.
- Sound time management and organizational skills, with an ability to prioritize conflicting demands and deadlines.
- Demonstrated self-starter that can work independently and take initiative.
- Proficiency with Microsoft Office applications, including Word and Excel, as well as Google Suite
- Flexibility, creativity, and patience, with imagination, enthusiasm and a sense of humor.
- Existing positive relationships within diverse New England communities a plus.
- Spanish fluency (written and spoken) strongly preferred.

## Mental and Physical Requirements

This position requires frequent typing, repetitive hand movements, answering of the phone and e-mail. Specific vision abilities required by this job include near acuity. Performing the duties of this job will require frequent sedentary work while sitting. In addition, this position may require occasional organizing, presenting, and the ability to deal with stressful situations. This position will frequently require decision making. Must have the ability to read, write, analyze, implement, evaluate, and consult on all applicable business related manuals, documents, procedures, policies, projects, and materials. Must have the ability to effectively present information and respond to questions from a manager, clients, and the general public. Must have the ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule format. Must have the ability to relate to others, work with others, work independently, concentrate, and perform complex or varied tasks as needed.

*The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*



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**Compensation:**

The Cooperative Fund of the Northeast offers a generous benefits package that includes vacation and sick time, vision and dental insurance, SIMPLE IRA retirement savings plan, a generous home office reimbursement, and continuing professional development opportunities. Salary range: \$50,000-\$55,000, depending on experience. CFNE is an equal opportunity employer. Candidates of color are strongly encouraged to apply.

**How to Apply:** Please submit a resume and cover letter by email to [josie@cooperativefund.org](mailto:josie@cooperativefund.org).

**Deadline:** Priority review will be given to applications received by March 20, 2022.