DEPARTMENT
Innovation and Entrepreneur Programs Department

SUPERVISOR
Capital Access Manager,
Phoenix Kiva Hub

SUMMARY OF POSITION
This position is responsible for implementing the first Northern Arizona Kiva Hub by serving as the Outreach Coordinator or known as the Outreach Coordinator externally. The Outreach Coordinator for the Northern Arizona Kiva Hub will support the overall mission and program of the Phoenix Kiva Hub and aid in expanding services. As the first rural Kiva Hub in America, the Outreach Coordinator will manage a unique new program that will build community relationships to infuse capital, business connections, and economic power into the community. BBB Serving the Pacific Southwest has partnered with APS to find a community-centric individual that is passionate about small business and microfinance to reach underserved entrepreneurs.

The Outreach Coordinator is a staff member internal to the Kiva Hub who is trained on how to share the loan opportunity with key partners (like corporate partners, city governments, trade associations, etc), entrepreneurs, and local stakeholders, as well as how to support clients on the back end of the Kiva process. The Coordinator then takes on the responsibility for all of the borrower-facing relationships in their market. This is a grant-funded position with a guaranteed window of funding and a possible opportunity to expand into a longer-term position. The current project has already begun, and has an initial framework awaiting an outgoing Coordinator to run with it. The funding partner has a high willingness to continue to fund this position beyond 2022.

Salary for this position is based on a predetermined grant amount of $40,000-$45,000 DOE.
KIVA OUTREACH COORDINATOR COMMITMENT

The Kiva Outreach Coordinator (CAM) is Committed To:

- Equitably supporting all clients without bias
- Meeting market goals:
  - Minimum commitment of 10-15 loans raised/year
  - Management of local Trustees and other key partners
  - 4-8 community events held/year
- Impact goals:
  - 80% of all borrowers who come through the pipeline meet at least one of these criteria:
    - Minority entrepreneurs
    - Female entrepreneurs
    - Low-to-moderate income entrepreneurs
- Achieving Repayment goals:
  - > 80% repayment rate

DUTIES/RESPONSIBILITIES

1. Partnership & Community Development (40% of time)
   a. Develop strong partnerships with community members to help engage small businesses through the Kiva process
   b. Host or support workshops/convenings/webinars
      i. Coordinate, schedule, and plan presentations as they arise
   c. Plan or support local engagement events such as borrower marketplaces
   d. Respond to informational inquiries about Kiva from prospective partners within the market
   e. Connect entrepreneurs to BBB resources such as summits, incubator and/or accelerator and encourage coworking through ignite sparked by BBB
   f. Assist the BBB Innovation team and Phoenix Kiva Hub on events and programming as needed

2. Manage Local Borrower Experience (60% of time)
   a. Monitor the inbound pipeline
      i. Monitor metrics to ensure borrowers are meeting Kiva’s goals
      ii. Review new applications, assess which ones are ready to be reviewed by Kiva’s HQ and which ones need more work
      iii. Connect borrowers to local partners and technical assistance providers
      iv. Help to manage borrower support requests and potential borrower inquiries
      v. Assist with administrative and pipeline management for BBB Kiva Arizona
   b. Fundraising
      i. Help borrowers throughout the fundraising process - answer questions, provide fundraising coaching as needed using fundraising templates/strategies
      ii. Spread the word about currently funding Kiva profiles through the Hub’s networks and newsletter as appropriate
      iii. Assist with entrepreneurship fundraising activities for BBB Foundation
   c. Repayments, Delinquency and Defaults
      i. Implement Kiva’s repayment strategy throughout the pipeline to ensure responsive, motivated, and Trustee-backed entrepreneurs are getting prioritized throughout the pipeline
      ii. Make sure borrowers understand and are making their repayments on time
      iii. Conduct routine monthly outreach and reminders to default-eligible borrowers
QUALIFICATIONS

- Must live or be willing to relocate to a reasonable commuting distance within the Northern Arizona region (Mohave, Coconino, Yavapai, Apache, and Navajo Counties)
- Must possess a valid U.S. Driver's License and a mode of transportation able to get to meeting locations in remote areas, and be willing and able to drive occasional long distances in order to meet individuals in person (post-Covid-19) and is willing to follow both BBB and public health guidelines
- Must be able to communicate and collaborate effectively within a hybrid work environment.
- Adept at using a CRM, with specific experience using Salesforce or a similar product
- Be coachable and willing to learn
- Experienced and comfortable with public speaking, events, and coordinating partnerships
- Comfortable being independent while trailblazing a new program, willing to pitch to gain partners not “buyers”

Other desired qualifications...

- Project Management Experience with project management software such as Asana or a similar product
- Fluency using Google Suite & Microsoft Excel; strong presentation skills in Slides of a similar product
- Strong Northern Arizona community involvement and connections with stakeholders across the region
- Bilingual in Spanish or another language predominantly spoken in Northern AZ
- Bachelor’s degree and/or work experience in one of the related fields:
  - Microfinance
  - Small business development
  - Banking, finance, and/or lending
  - Social Work, Psychology, and/or Counseling
  - Advocacy, Government, and/or Nonprofit Management

TIME COMMITMENT

The Capital Access Coordinator role time commitment is 40 hours/week. The Coordinator may have to work the occasional evening or weekend depending on the needs of entrepreneurs and lenders.

MORE INFORMATION

For more information on this innovative new program and partnership visit: