

Business Advising Relationship Manager

Classification:

Non – Exempt

Reports to:

Business Advising Program Manager

Position Type:

Part-time

Remote/Hybrid**Date:**

Revised February 27, 2025

Salary: \$50,000 - \$90,000

Term: 1 year (opportunity to renew with funding availability)

Benefits:

- 15 Paid Holidays
- 15 PTO/SICK
- Employer paid benefits (dental, medical, vision)
- 403B Retirement match
- FSA
- Annual Performance bonus: 0 – 10%

Who We Are:

Pacific Community Ventures is a non-profit community investor supporting underserved entrepreneurs and small businesses' financial health, quality job creation and climate resilience. Through Restorative Capital, Pro Bono Business Advising, and our Good Jobs Innovation Lab we provide entrepreneurs and their workers with the financial and strategic resources they need to grow, hire, and prosper.

The Role:

The Business Advising Relationship Manager will be pivotal in connecting small business clients with the resources and mentorship they need to thrive. This role will act as the primary liaison between PCV's Business Advising team, small business owners, and volunteer advisors. The ideal candidate will focus on delivering exceptional client support, building meaningful relationships, and enhancing the overall advising experience through thoughtful engagement and program execution.

Essential Job Duties and Responsibilities:

- Serve as a dedicated account manager for Business Advising partners, managing onboarding processes, leading presentations, and maintaining proactive communication to meet partner needs.
- Conduct onboarding calls for PCV lending clients, ensuring seamless integration into the Business Advising program while addressing their unique business challenges.
- Respond to email inquiries and analyze survey responses, providing actionable insights and ensuring participants receive timely support in their advising journey.
- Collaborate with PCV's Marketing and Communications team to identify, compile, and share success stories that highlight the impact of the Business Advising program.
- Lead and manage focus cohorts within the Business Advising program, ensuring participants have access to designated resources and specialized advising support.
- Foster a sense of community among small business owners and advisors by organizing networking opportunities and encouraging interactive engagements.

Qualifications, Skills & Experience:

- A minimum of 2 years of experience in client support, account management, or customer service, particularly in roles requiring direct interaction with small business owners or entrepreneurs.
- Strong relationship-building skills with the ability to balance empathy and professionalism.
- Excellent time management and organizational skills with a proven ability to handle multiple priorities effectively.
- Familiarity with small business challenges, particularly those faced by women, BIPOC entrepreneurs, or businesses in economically distressed areas.
- Native fluency in Spanish, Cantonese, or Mandarin (written and spoken) is strongly preferred but not required.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook); experience with Salesforce and Tableau is a plus.
- A degree is not required, but some college coursework or equivalent professional experience is preferred.

To Apply

Interested candidates must be legally authorized to work in the United States. They should send a résumé and cover letter via e-mail to hr@pcvmail.org with the words "Relationship Manager" in the subject line No phone calls, please. Apply now.

Computer Software:

Microsoft Office to include Word, PowerPoint, Outlook, and Excel. Tableau and Salesforce a plus

Physical and Mental Requirements:

- Ability to stand for extended periods of time, walk, talk, hear, use hands to finger, grasp, handle or feel, push, pull, reach, crouch, kneel, crawl or bend, and perform repetitive motions of the hands and/or wrists.
- High mental and visual attention required for planning difficult work methods and sequences to obtain size, shape, or physical qualities of product. AND/OR Extremely close visual attention such as making delicate adjustments to control high speed operations to exercise very precise muscular control.

*****Disclaimer:*****

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

- This job description in no way states or implies that these are the only duties to be performed by the employee(s) occupying this position.
- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- The company reserves the right to add to or revise an employee's job duties at any time at its sole discretion.
- This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Equal Opportunity Employment:

PCV is an equal opportunity employer. Applicants are considered for all roles without regard to race, color, religious creed, sex, national origin, citizenship status, age, physical or mental disability, sexual orientation, marital, parental, veteran or military status, unfavorable military discharge, or any other status protected by applicable federal, state or local law. We live our values of openness, transparency, coming from a place of yes, collaboration, and more; and believe that justice, equity, diversity, and inclusion are fundamental to our success. We are especially interested in candidates who have direct experience with the communities we serve.