PURPOSE OF DIVISION:
The Field Operations Division of NeighborWorks America is responsible for delivering services, grants, and technical assistance to approximately 250 NeighborWorks organizations with the overall objective of sustaining a network of excellence that creates opportunities for people to live in affordable homes, improve their lives and strengthen their communities. The Field Operations Division is overseen by the Senior Vice President (SVP) of Field Operations, who is responsible for establishing the priorities and procedures for service delivery, grant programs and the identification of new affiliates. The primary relationship with NeighborWorks organizations is provided through staff in four regions across the country.

POSITION SUMMARY:
An entry level position created to develop capacity and bench strength in NeighborWorks America’s (NW) four regional offices. The Associate Relationship Manager position reports directly to the regional Senior Director and works closely with assigned peer Relationship/Senior Relationship Managers. The Associate Relationship Manager helps strengthen the region’s capacity to support a portfolio of network organizations (NWOs) under the direction of assigned regional staff. Over time, the Associate Relationship Manager will develop an overall understanding of NWOs in the respective region in advance of securing an assigned portfolio of NWOs. Receiving a NeighborWorks Organization portfolio and increased assignments is dependent on the Associate Relationship Manager’s ongoing professional growth and ability to fill identified staffing needs within each region. Associate Relationship Managers are responsible for understanding NW services and products and the most efficient and effective ways they can be deployed to support network organizations. Associate Relationship Managers are customer-centric and are creative and resourceful team members who understand that their assignments and overall responsibilities are not fixed but are dependent on the needs of each region at various points of time. Associate Relationship Managers receive support to eventually build their own professional relationships with an assigned portfolio which includes providing support to NWO senior leadership, making on-site visits, brokering access to NW services, coordinating program reviews with the Organizational Assessment Division, developing assessment action plans when necessary and other duties as needed. Associate Relationship Managers connect their assigned NWOs and their respective board members with complimentary assessment tools and arrange opportunities for trainings. Associate Relationship Managers review and evaluate requests for funding for network members.

ESSENTIAL DUTIES/RESPONSIBILITIES:

1. • Develop understanding of network organizations in region: their lines of business, their organizational structures, their resource and financial management systems, and their general operations.
• Gain knowledge of NeighborWorks America’s portfolio of resources (including special initiatives, technical assistance, grant opportunities, etc.), and how they are deployed to support network members.
• Shadow regional Relationship Managers to learn how to build relationships with NeighborWorks Organizations – their staff and boards of directors.

Level of Priority
(1=most important, 5=least important)
• Learn about the various divisions and programs within NeighborWorks America and how collaboration is maximized to better serve the network.
• Participate in Organizational Assessments to learn the process
• Attend trainings to develop understanding of Lines of Business of NWOs, organizational development, and resource and financial management.

Post Portfolio Assignment:

2. Serve as the primary point of contact between network organizations and NeighborWorks America.

3. Inform and advise NeighborWorks America regarding strategic direction based on network input, and identify issues confronting the network to which NeighborWorks America may want to respond.

4. In partnership with the NWOs, work to improve organizational health and performance. Diagnose challenges through analysis and assessment of financial reports and other supporting documents. Recommend strategies to maintain and develop optimal network organizational health and growth, which may include a potential training plan for the Board, executives, and/or staff. Assist network members with improving procedures and adopting best practices as requested.

5. Work with Organizational Assessment Division in preparation for program reviews of network organizations, understand the organizational health issues in relation to network organizations’ lines of business and provide comments to discovery and draft reports. Provide input and/or produce write-ups for the PROMPT Portal on each organization in coordination with quarterly Organizational Health Tracking System (OHTS) meetings. Develop action plans in coordination with network members to address items raised through the assessment process.

6. Encourage NWOs to think strategically about new lines of business, business models, practices, service delivery methodologies and service areas in order to have a greater impact within their service areas.

7. Provide linkage between network members and NeighborWorks America, including the National Initiatives division and others, regarding participation in key initiatives such as Success Measures, Community Building & Engagement, Rural Initiative, Board Governance, National Real Estate Programs, etc.

8. Understand, evaluate and make recommendations on grant submissions

9. Performs delegated responsibilities as designated by the supervisor in his/her absence.

10. Broker NeighborWorks America resources within assigned portfolio.

11. Serve as region and/or Field Operations division representative to division and/or corporate initiatives, programs, and working groups as agreed to by the supervisor

12. Manage special projects or initiatives, as assigned by supervisor. And other duties as required.

NATURE OF WORK CONTACTS:
• NeighborWorks network organizations and regional Field Operations staff in order to strengthen organizational health and delivery of services provided to network organizations.
• Collaboration with other NeighborWorks America managers and staff.
• Local and statewide strategic partners including funders, foundations and organizations operating in the community development industry.

REQUIRED MINIMUM QUALIFICATIONS:
A Bachelor’s degree or a minimum of three years of related professional or personal experience in the community development or nonprofit management field, with a focus on relationship management or project management, or an equivalent combination of education and experience that provides the following knowledge, abilities, and skills:
Position Description
The Division of Human Resources

- Computer competency with Microsoft® Windows® business suite (Word, Excel, PowerPoint.)
- Ability to identify opportunities for learning, and the ability to help design a personal and professional development plan
- Excellent written, auditory, and oral skills in order to effectively communicate program results; review and facilitate meetings with NW staff and network directors; and, engage program staff and directors.
- Ability to establish and maintain effective interpersonal and inter-group relationships.
- Exposure to and support for race, equity, diversity, and inclusion initiatives.
- Demonstrated project management skills and multi-tasking abilities. Must have the ability to work on multiple projects with multiple deliverables.
- Must be proactive and have the ability to work both independently and collaboratively with colleagues and network members.
- Strong customer-service orientation.

PREFERRED/OPTIMAL QUALIFICATIONS:

- Professional or personal experience in nonprofit management or board governance including basic understanding of the fiduciary, strategic and resource development roles of boards with an ability to evaluate board performance.
- Familiarity with terminology in the housing and community development field
- Familiarity with community development strategies and operations
- Understanding of nonprofit resource development and the integration of resource development with marketing/branding and communications "telling the story."
- Understanding of basic components of a financial management system including terminology, key financial statements, internal controls, restricted vs. unrestricted funds, etc.
- Demonstrated problem-solving skills
- Proven ability to work within a team environment
- Commitment to champion NeighborWorks America’s mission and core values
- Aptitude for taking initiative, resourcefulness and innovation
- Proven strategic thinking
- Proven track record of working with diverse individuals and communities

PHYSICAL/SENSORY DEMANDS:

- Work is performed both in field and office settings, requiring extensive travel and frequent overnight absences from an employee’s place of residence. Approximately 50% travel.
- Work is performed with considerable independence under general direction of the regional management.
- Work is reviewed through individual conferences and customer feedback.

Equal Opportunity Employment  M/F/D/V

NeighborWorks America is committed to providing a productive and safe environment. To achieve that goal, we conduct background and reference check investigations for all final applicants being considered for employment.