



## **Program Partnership Manager**

### **About Community Financial Resources**

Community Financial Resources (CFR) is a national economic justice organization that provides a pathway to financial well-being through products, tools and services that improve financial stability, protect assets, and establish a foundation to build wealth for low-income, low-wealth households, with a focus on communities of color.

CFR serves over 7,000 low-income people annually through our 150+ partners across the country. Participants in our programs show improved credit scores, increased savings, enhanced financial management skills, reduced financial stress, and a heightened sense of autonomy and control over their financial lives. Since our founding, CFR has empowered over 100,000 people.

### **About the Role**

The Program Partnership Manager will oversee and implement CFR's programming in CFR's portfolio of 150+ nationwide partnerships. The role will be responsible for the overall partner experience, developing partner and constituent facing materials, and cultivating a network of relationships that serve as the foundation for ensuring individuals have access to safe, fair and affordable financial products. The Program Partnership Manager will contribute to developing strategy that maximizes the collective impact of CFR's financial products to our partners as well as building an inclusive economy.

### ***Program Partner Management***

- Oversee CFR's partnership portfolio of 150+ nationwide partnership, owning the delivery of the partnership experience across the portfolio
- Manage the implementation of CFR programming (Basis Banking, Credit Building, MoneyGoals, VITA, Payment Facilitation, and Guaranteed Income) and special projects
- Serve as a project manager, overseeing communications, transfer of information and materials, and ensure that all parties are meeting deadlines
- Write detailed contracts and memorandums of understanding outlining CFR's and partners' goals and responsibilities
- Meet with partners regularly to assess progress towards goals and to provide support where needed
- Provide trainings to program partners on CFR products, tools, and financial education
- Communicate partnership needs and progress reports to team
- Create project planning calendars and timelines, getting input from internal and external stakeholders
- Work with partners to find ways to continue and/or expand partnerships in the long-term
- Provide excellent day-day and timely customer service to partners via phone, email, and in meetings
- Develop clear next steps for partners with an emphasis on partner relationship building and program implementation

### ***Partner Administration***

- Keep partnership information updated in the CFR partnership database, e-tapestry
- Enroll, test and use CFR products and tools
- Track partner cash transfer budgets and approve funds transfers, to ensure that funds are being spent down according to schedule
- Document processes as well as internal and external workflows to standardize program implementation
- Create how-to guides, resource books, and user-friendly materials to support partners with implementing CFR programs, and to support participants in using CFR products and tools
- Develop trauma-informed financial education workshop curriculum and content
- Support CFR's accountant with ensuring that partner invoices are paid on time
- Manage CFR's Volunteer Program, which currently includes two professional translators; recruit additional volunteers as needed and develop corresponding volunteer training and onboarding

### ***Evaluation***

- Track and ensure partners are meeting their goals
- Contribute to grant proposals and reports with written narratives and data metrics
- Contribute to the development of an evaluation framework to assess the impact for CFR's programs and identify areas of improvement

### ***Business Development***

- Create scopes of work and technical assistance budgets for prospective partners
- Represent CFR at community and coalition meetings
- Participate in meetings, convenings, and webinars to maintain knowledge of current and emerging trends in the economic justice field, and specifically regarding financial products
- Help to grow CFR's partnership portfolio by scoping and researching new potential partners, scheduling introductory meetings, and providing them with cost estimates and scopes of work

### ***Salary & Benefits***

- Full benefits package with coverage towards medical, dental and vision
- Generous PTO, holidays (12 days), holiday break (between Christmas Day and New Year's Day), sick leave (5 days), summer Fridays early closure (between Memorial Day and Labor Day), and pre-holiday early closure
- Support for professional development opportunities
- The pay scale ranges between \$70,000 - \$80,000 (DOE)

### ***Location***

This is a virtual position.

### ***Your Next Step***

If this opportunity sounds like it's for you, please submit a PDF of your resume and answers to the following questions to [jobs@communityfinancialresources.org](mailto:jobs@communityfinancialresources.org) with the position in the subject line.

Applications without responses to the questions will not be considered. A cover letter is not necessary.

1. Why are you interested in working with Community Financial Resources? (150 words)
2. What role do financial products play in people's lives? (200 words)
3. Tell us about a time when you had to manage multiple stakeholders and/or projects with competing priorities. How did you make the decisions on what to prioritize? (200 words)

**Equal Employment Opportunity**

Because Community Financial Resources (CFR) values a diverse and representative workplace, people who identify as Black, Indigenous, and People of Color, and people of all gender identities are strongly encouraged to apply. CFR is committed to attracting, developing, and retaining exceptional people, and to creating a work environment that is dynamic, rewarding, and enables each of us to realize our potential. Our work environment is safe and open to all employees and partners, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, and all other classifications protected by law in the locality and/or state in which you are working.

To learn more about Community Financial Resources, please visit

[www.communityfinancialresources.org](http://www.communityfinancialresources.org)