



Guaranteed Income Coordinator

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 100+ 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.

CFR was an early innovator in the guaranteed income space, becoming the lead product provider for the nation's first two county- and city/mayor-driven Guaranteed Income programs (Stockton, CA and the County of Santa Clara). Since Stockton, we have partnered with 15+ guaranteed income pilots nationwide to provide our products, which act as a secure account for people to receive their guaranteed income payments, provide data, and facilitate payments.

About the Role

CFR is seeking a Guaranteed Income (GI) Coordinator to support our GI work. The Coordinator will have the opportunity to gain a holistic experience – from planning a GI pilot to supporting the implementation of GI pilots with our partners across the country. The Coordinator will work in close collaboration with the CFR team, which includes the Executive Director, National Director of Partners & Programs, and the Product Operations team.

Guaranteed Income Working Group (50%)

- Support managing the GI Working Group
- Develop meeting agendas
- Lead notetaking and editing meeting notes
- Manage Google shared drive for group
- Communicate with Working Group members between meetings
- Proactively execute follow up tasks
- Schedule speakers and provide talking points
- Coordinate community survey collection
- Coordinate community engagement sessions
 - Including, outreach, location, food, transportation, childcare, interpreters, etc.
- Draft public facing documents, including surveys and reports
- Coordinate payments and/or honorariums disbursements

Partner Operations (30%)

- Become an expert on CFR products, enrollment requirements, and processes

- Train partners on CFR products and enrollment process
- Support with day-day customer service for CFR guaranteed income partnerships by phone, email, and/or meetings
- Create project planning calendars and timelines, getting input from internal and external parties
- Cross-coordinate between internal departments and external teams, ensuring everyone has up-to-date project information and the resources they need for successful program implementation
- Update partners' project management dashboards; communicate with partners and internal colleagues on items needing their attention
- Track each participant through the enrollment process, ensuring that they are successfully enrolled prior to the enrollment deadline
- Support the enrollment process for participants getting credit union accounts by downloading and reviewing enrollment data daily, communicate with partners if items are missing; prepare and upload data daily so that enrollment can be processed
- Transfer secure data files to partners and research partners on a monthly basis

Partners & Programs (10%)

- Collaborate with the National Director of Programs & Partnerships (NDPP) on the oversight and implementation of guaranteed income programs and partnerships
- Serve as a project manager, overseeing communications, transfer of information and materials, and ensure that all parties are meeting deadlines
- Develop training materials, presentations, guides, and resources for partners and their participants

Product Operations (10%)

- Partner product support, including product enrollments; create and/or update sites & logins, and data reporting
- Support Tipalti (payment platform) inputs, builds, and audits
- Provide Plaid links, reports and status updates

Key Knowledge, Skills & Abilities

- A genuine belief in CFR's mission and a strong understanding of racial, gender and economic justice
- 3+ years of experience in program/project management, partnerships, financial products, community organizing, community engagement, or movement building and growing power for diverse communities
- Strong project management skills and an excellent ability to manage up and laterally
- Experience developing and implementing strategic and tactical plans to set and achieve outcomes
- Ability to build relationships and engage diverse stakeholders
- Excellent interpersonal and written/oral communication skills
- Experience with meeting facilitation
- Ability to work independently on a deadline, adapt to changing situations and priorities, handle confidential information, and manage multiple projects simultaneously
- Proficiency in Microsoft Word, Excel, and PowerPoint as well as their Google counterparts (Docs, Sheets, Slides), familiarity with Zoom and social media platforms

Salary & Benefits

- Full benefits package with 100% coverage towards medical, dental and vision plans (Kaiser)
- 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
- This is a one-year FT position with opportunity to extend subject to funding. The pay scale ranges between \$55,000 - \$66,695 (DOE)

Location

This is a virtual position; when appropriate again according to health and safety protocols, this position will involve occasional travel to meetings in Contra Costa County and Oakland, CA.

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 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