



November 2021

## Position Description

Title: **Business Hub Director**

### Description of the Community Development Corporation of Oregon

The CDCO is a 501c3 that works with our neighbors to make Oregon's communities places where everyone can earn, learn and belong. See [www.cdcoregon.org](http://www.cdcoregon.org) for more information. Since our founding in 2012 we have had a deep commitment to the Rockwood neighborhood. See [www.rockwoodcdc.org](http://www.rockwoodcdc.org) for more information. We are a BIPOC-led organization.

Our core strategy is to work at the system level to make East Multnomah County a place where everyone can learn, earn and belong. We start new initiatives that our neighbors want, build leadership teams for those initiatives, and eventually spin them out as free-standing local assets.

### Description of Our Operations

Our operations are a wide variety of established and new programs and practices. They are:

*Sunrise Center:* A 12,500 square foot community center that is the headquarters for the CDCO and several partner non-profits. Events, a farmer's market and co-working space are the revenue sources.

*Sunrise Center Kitchen:* Commissary kitchen that is used by entrepreneurs to start or grow food business. It is also an emerging food hub. Kitchen rentals and grants are the revenue sources.

*Rockwood Food System Collaborative:* backbone organization that coordinates the work of 20 separate groups. All of it rolls up into a new food ecosystem for East Multnomah County. Grants and donations are the revenue sources.

*Grandma's Hands:* nutrition education and social bonding with young African-American families. Oregon Department of Agriculture is the revenue source.

*East County Housing:* 77-unit apartment building in East Gresham that houses homeless families and individuals. Grants and program service fees are the revenue sources.

*East County Community Health:* ECCH is a permanent, self-sustaining team that improves the health outcomes of East Multnomah County. We are a diverse group of Community Health Workers (CHWs) that are led by a professional staff, and are integrated into the CDCO’s networks.

Position Summary

The Business Hub Director is a new position. The Director reports to Lynn Ketch, who is the Executive Director. At this time, there are no direct-report employees or contractors. There are two positions, the Grant Administrator and the Data/Quality Assurance Director who both report to the Director of Development. Both will allocate 50% of their time to the Business Hub, and will be directed in their tasks by the Hub Director. The Hub Director will also hire an administrative assistant. The major tasks are:

Area	Description	Major Deliverables
<p><b>East County Community Navigator Pilot Program</b>  (20% of time)</p>	<p>Hub and Spoke Network effectiveness</p>	<p>Adapt the governing documents of the Rockwood Pathways Project Network to our case use.</p> <p>Create and follow regulations and policies: federal requirements, grant administration policies accounting policies, etc.</p> <p>Manage consortia agreements.</p> <p>Provide technical assistance to partner agencies</p> <p>Formulate and track partnership goals and objectives</p> <p>Oversee operations of activities, programs, and paid staff</p> <p>Create and follow a strategic action plan for the long-term flourishing of the ECCNP</p> <p>Translate all “Hub” produce documents and materials into languages required by communities served</p> <p>Design and launch the digital and social media strategy</p>

	Documentation and Data	<p>Design data gathering and reporting plan. Ensure that it is modeled in SalesForce.</p> <p>Develop the startup plan for the online database, hire the contractor and ensure adoption by partner agencies</p>
	Communicating out and Continuous Process Improvement	<p>Gather and collate network effectiveness data, and report out to the SBA and partner agencies</p> <p>Implement incremental improvements to the network as a result of the insights gained from the data.</p> <p>Communicate with the media and other interested stakeholders.</p>
<p><b>Partner Agency Activities</b> <b>(80% of time)</b></p>	Support the activities of the Partner Agencies	<p>Recruit new Service Providers into the Network.</p> <p>Execute contract with the Service Providers, and onboard them into the Network.</p> <p>Execute contracts with the initial Navigation Agencies, and onboard them into the network.</p> <p>In Year 2, Execute contracts with the additional Navigation Agencies, and onboard them into the network.</p> <p>Train the Navigators</p> <p>Hold regular in-person Network meeting, and regular check-in calls</p> <p>Work with OCCI team to package investment opportunities</p>

In addition, this position functions as a member of the management leadership team. Duties include:

- Plan, prioritize, assign, coach, supervise and review the work of staff;
- Establish schedules, methods and measurement metrics for the delivery of services that meet or exceed the expectations of our customers or donors;
- Work with the Executive Director, Administrator, team and Fundraiser to define the scope of work, pricing, profitability and sustainability for each initiative;
- Participate in quarterly and annual budget preparation and administration, prepare cost estimates, forecast new initiatives;

- Determine personnel needs and recruit to meet those needs;
- Determine and coordinate training, in-service and orientation needs for assigned program personnel;
- Answer questions and provide information to the public and media; and,
- Assist in creating a positive and supportive work environment, enforce a safe workplace, encourage a culture of teamwork and communication, support a workplace that promotes the organizational values of workplace diversity, equity and inclusion and actively promote an environment respectful of living and working in a multicultural organization.

### Minimum Qualifications

- Bachelor's degree in business or other relevant field
- Five years working in increasingly responsible experience in community development, operations, outreach, engagement and administration
- Proficient in Microsoft services and products that small businesses or enterprises use, like the Office suite, Sharepoint, and Teams

If you have completed education in a foreign college or university and are using this education to meet the minimum qualifications, you must provide documentation that the foreign education is comparable to that received within the United States' accredited college or university system or your application will not be accepted.

### Preferred Qualifications

- Experience managing people
- MBA, MPA or similar post-graduate work
- Success in acquiring new customers, clients or project partners
- Competent in collaborative work, partnerships and/or complex stakeholder arrangements
- Good public speaking (workshops, client presentations, Zoom calls) skills
- Experience in a multicultural professional setting
- Competent in setting budgets

### Key Cultural Competencies

- Creates an environment that acknowledges, encourages and celebrates differences.
- Functions and communicates effectively and respectfully within the context of varying beliefs, behaviors, orientations, identities and cultural backgrounds.
- Seeks opportunities to gain experience working and collaborating in diverse, multicultural, and inclusive settings with a willingness to change for continual improvement.
- Has an experience-based philosophical framework for working multiculturally.

### Work Practices

Required minimum work:

- 40 hours per week;

- No fewer than three six-hour work sessions at the same day(s) and time(s) every week, at the Sunrise Center;
- The balance of the hours at office or remote;
- If remote and on phone or video, in a quiet environment with professional attire and video background;
- Presence at Staff Meeting Thursdays 9:00 – 10:00am; and,
- Weekend and evening work is occasionally required. Examples include being on site for some events, or engaging with neighbors for an evening meeting.

Each item in the above paragraph may not apply during this COVID-19 pandemic. Hai Nguyen will modify the physical presence requirements.

### Compensation

The starting annual salary rate for this position is \$80,000.

Two weeks' vacation per annum is offered.

401(k) plan is offered.

Health insurance is offered. We have a bronze and a gold option, and both are part of the Providence system.

### Application Instructions

Please send a resume, a cover letter, and the names, telephone numbers, and email addresses for three professional references.

Please be advised that this position is required to pass a criminal background check.

Email to Melisa Crosby, [mcrosby@rockwoodcdc.org](mailto:mcrosby@rockwoodcdc.org).