



## CITY & COUNTY OF HONOLULU OFFICE OF ECONOMIC REVITALIZATION

### **Position:**

Small Business and Finance Program Manager (Planner V)

### **Organization description:**

The City and County of Honolulu ("City") Office of Economic Revitalization (OER) was established to drive the City's economic development strategy. Our team works with partners to create an economy for O'ahu that is more resilient, diverse, equitable, and filled with good jobs that care for our people and our place. OER provides information and opportunities for small business owners, job-seekers, farmers, innovators, community-based organizations, and anyone else who is doing their part to improve the quality of life on O'ahu.

### **Duties and responsibilities for the Small Business and Finance Program Manager:**

Lay the foundation for the City's robust small business support long-term and to seek capital support from traditional and non-traditional sources to include federal resources such as the Economic Development Administration (EDA), the Small Business Administration (SBA), the Department of Housing and Urban Development (HUD), and other economic development funding to support the program/office.

- Serve as Program Manager for Small Business and Finance related programs, initiatives, policies, and practices that give underrepresented entrepreneurs greater opportunities for economic advancement. Builds an equitable entrepreneurship ecosystem to increase start-up business opportunities with place-appropriate strategies to drive racially and geographically inclusive economic development. Supports a resource network in partnership with entrepreneurial support organizations, private and public institutions, and communities and their residents; with a focus on minority and underserved business outreach through (1) network mapping and building, (2) business assistance navigation, (3) communications and events. **(60%)**
  - Lead implementation of small business network and programs including planning, development, procurement, and evaluation
    - Supervise Resource Connectors and O'ahu Business Connector Administrator and / or contractors.
    - Track budget and monitor procurement processes, tasks, and deadlines
    - Review and update current project management processes, templates, and procedures, to incorporate best practices and adapt to changing systems
    - Prepare notes, reports, and external communications about programs, policies and initiatives
    - Define metrics and analytics to evaluate the success of equity focused small business and finance programs

- Implement a standardized, routine process for qualitative and quantitative data collection to understand the outcomes of small business and finance programs, recommend areas for improvement, and report out to relevant stakeholders, internally and externally
  - Lead implementation of finance related OER initiatives, programs, policies, and services including partnerships to leverage government funds with local or national investment from banks, credit unions, Community Development Financial Institutions (CDFIs), micro lending, equity crowdfunding, venture capital and philanthropy to provide small businesses greater access to capital and for the purposes of a more diverse economy and an equitable economic recovery. Possesses working knowledge of related federal program funding for small business and economic development including SBA, EDA, HUD/CDBG and others to provide guidance, recommend program modifications, and improvements consistent with Federal updates.
    - Develop and oversee grant funds to deliver technical assistance to small businesses
    - Support implementation of grant programs including collaboration with OER Program Managers and community or government partners
    - Maintain partnerships with grantees and provide capacity building support when needed
    - Develop and oversee OER loan initiative program
    - Develop and oversee the SSBCI technical assistance program to O'ahu based small businesses as administered by the OER on behalf of the State of Hawai'i.
- Work with City, State and Federal Government, small business and the finance industry as well as related non-profits and community to develop, implement, and report on policies, programs, and activities. **(10%)**
  - Confer with managers, department heads, staff and the public to resolve small business and finance issues to clarify OER equity goals, objectives, and responsibilities and suggest means for implementing recommendations to address economic revitalization as approved by the Executive Director.
  - Collect policy, program and activity implementation concerns with recommended actions for improved public services, participate in the design of program evaluation, interpret Federal, State, and City regulation to provide guidance and information dissemination.
- Meet regularly with various stakeholder and community groups regarding equitable small business, finance, and economic recovery. **(10%)**
  - Present information to stakeholders on OER programs to provide business and technical assistance;
  - Liaise with key stakeholders to disseminate information, assess community need, develop policy, and gather feedback
- Review material, reports and other communication relating to City small business and finance programs, policies, activities and economic revitalization, including general administrative, financial and budgetary matters of City agencies and make recommendations for their disposition to Executive Director **(10%)**
- Draft background for media responses, governmental and public correspondence for the Executive Director relating to small business, finance, economic revitalization, or other OER business. **(5%)**
- Perform other related duties as may be assigned to ensure efficient operations of the City's OER **(5%)**

### Qualifications (Planner V):

- Training and Experience: A combination of education and experience substantially equivalent to graduation from an accredited college or university with specialization in planning, finance, economics, sociology, public administration, entrepreneurship, and four years of professional work experience in small business, finance, community development, project management or related economic activities or as applicable for positions requiring specific specializations
- Ability to translate ideas and recommendations into plans which are in conformance with laws and regulations, and with the best social, economic and public interest utilization; collect, analyze, and interpret data pertaining to related situations, and make effective decisions and recommendations from these data; speak effectively to individuals and to groups, and to prepare reports
- Experience navigating complex relationships with stakeholders including external partners and community members; to include patience and empathy when dealing with colleagues, contractors, non-profits, and community-based groups that may be experiencing challenging situations
  - Can effectively work in and supervise a diverse team
  - Able to be creative and resourceful to remove obstacles and get things done
  - Can step back and understand big picture goals and concepts and also be meticulous and thorough with the details
  - Actively collaborates across disciplines to get and give feedback, and share knowledge
- Well-organized, with ability to effectively manage multiple assignments and competing priorities for self and staff
- Self-motivated and accountable for work time and other office resources
- Computer, internet, web-based program management platforms and smart phone usage skills
- Good verbal and written and communication skills
- Strong attention to detail

**Physical requirement:**

Persons seeking appointment to positions in this class must meet the health and physical condition standards deemed necessary and proper for performance of the duties.

**Compensation:**

Salary range \$68,556-97,560. Step level commensurate with experience in accordance with the salary schedule approved through collective bargaining.

**Employment duration:**

Employment to start as soon as possible.

**To apply:**

To apply, please send a 1 page cover letter, current resume, and at least three current references to [oeer@honolulu.gov](mailto:oeer@honolulu.gov). Please highlight aspects of your experience that are relevant for this position for this position and explain why you are interested in working with the City and County of Honolulu in this role.

**Deadline to apply:**

Applications will be accepted until position is filled.