



Community Development Corporation Relationship Manager (CDCRM)

CNP was founded in 1988 to serve the unique role of a local community development funding and support intermediary for community development corporations (CDCs), and it is a vital partner to Cleveland's community revitalization efforts. In 1991 and 1992, the New Village Corporation (NVC) and Village Capital Corporation (VCC) subsidiaries, respectively, were established to further real estate development and lending in the neighborhoods.

Near the end of 2021, CNP completed a strategic plan that refocused its efforts on the health of CDCs. The new mission is to *foster the equitable revitalization of neighborhoods throughout Cleveland by strengthening the community development ecosystem.*

Purpose

CNP recognizes that Community Development Corporations (CDCs) are the primary vehicle to achieve equitable neighborhood revitalization in Cleveland because they are on the ground working directly with residents and businesses. Therefore, the core work of CNP is ensuring that CDCs have access to the financial resources, talent, industry expertise and the technical assistance they need to effectively serve their neighborhoods, continuously improve and sustain operations over time.

Leading this work is the CDC Advancement and Resilience Team (CDCAR). Tasked with aligning the needs of the industry with resources at CNP, this team relies on the work of CDCRMs to provide feedback and share honest assessments of the CDC network. CDCAR will develop a maturity model designed to provide clear and direct pathways for CDCs to advance and grow. These pathways will include trainings for staff and boards, direct technical assistance from CNP's Neighborhood Advisory Services team, and a new grant program evolving from the Strategic Investment Initiative. CDCRMs will be integral to the development of these resources and shaping the way CNP invests in the CDC network.

Position Summary

The Community Development Corporation (CDC) Relationship Manager (RM) position will serve a portfolio of Cleveland CDCs. They will be responsible for developing strong relationships with each organization and serving as specialists in community development tools, services and products. Strong candidates will be resourceful and innovative in their efforts to support diverse organizations with customized approaches for each. Through on-site visits they will work with staff and leadership, and broker access to CNP services, coordinate program reviews related to the maturity model and support their portfolio to succeed in their action plans. Where needed CDCRMs support organizations in advancing board development through responsive tools and trainings. CDCRMs are instrumental in reviewing and evaluating requests for funding CDCs and may partner with CDCs in strategic thinking and visioning. This position reports to the Senior Vice President of CDC Advancement and Resilience.



Primary Responsibilities

- Serve as the primary point of contact between portfolio of CDCs and CNP.
- Develop comprehensive understanding of organizations by sustaining relationships with CDC leadership and staff.
- In partnership with the CDCs, work to improve organizational health and performance. Diagnose challenges through analysis and assessment of CDC daily activities, staff operations, partnerships including the City of Cleveland, financial reports and other supporting documents.
- Recommend strategies to maintain and develop strong organizations, which may include training plans for the Board, executives, and/or staff. Assist CDCs with improving procedures and adopting best practices.
- Encourage organizations to think strategically about new lines of business, business models, practices, service delivery methodologies and service areas to have a greater impact within their service areas.
- Support network members' efforts to develop comprehensive planning documents.
- Coordinate requests for technical assistance through third party contractors and/or other CNP resources. Assure evaluation of all engagements by working closely with other CNP staff to insure agreed upon outcomes for all technical assistance engagements.
- Identify issues confronting the CDC industry to which CNP may develop responsive tools and programs.
- Maintain knowledge of and promote CNP's portfolio of resources (including Initiatives, technical assistance, grant opportunities, etc.), ensuring CDCs have access to training, grants, technical assistance, and other resources in the key lines of business.
- Work with SVP of CDC Advancement and the CDC Advancement Team in preparation for program reviews of CDCs, understand the organizational health issues in relation to organizations' mission, community needs assessment and program operations. Provide input and produce assessments on each organization in coordination with regular maturity model updates and review. Develop action plans in coordination with CDCs to address items raised through the assessment process.

Relevant Skill, Knowledge & Competencies

The work of supporting several unique CDCs requires flexibility, ability to learn diverse sets of skills quickly and strong interpersonal skills. Strong candidates will exhibit many of the following:

- Professional or personal experience in nonprofit management or board governance including understanding board roles and responsibilities, and ability to evaluate board performance
- Advanced experience in developing outcome-based performance measurements
- Ability to identify opportunities for learning, and the ability to design personal and professional development plans for CDC leadership using a variety of methods and techniques
- Experience evaluating and/or analyzing financial statements
- Excellent written and oral skills to effectively communicate program results; review and facilitate meetings with CDC and CNP staff
- Experience delivering technical assistance in community development, real estate development, strategic planning, management, community engagement
- Demonstrated experience in developing and sustaining partnerships



- Demonstrated cultural competence and ability to interact effectively with people of different cultures and socio-economic backgrounds. Experience or interest in facilitating or actively participating in conversations regarding race, equity diversity and inclusion
- Proficiency with Microsoft Office applications (Outlook, Word, Excel, Power Point and Access) required
- Demonstrated project management skills and multi-tasking abilities. Must have the ability to work on multiple projects with multiple deliverables
- Must be proactive and ability to work both independently and collaboratively with colleagues and portfolio organizations
- Strong customer-service orientation
- Experience supervising consultants or managing contracts
- Effective, respectful, and timely communications with internal and external stakeholders
- Analytic, thoughtful, and strategic thinking

Required Minimum Qualifications

3-5 years of related professional or personal experience in the community development, non-profit management, or related field with a strong focus on client support and relationship or project management.

Apply

Please send a cover letter and resume to careers@clevelandnp.org.