



## FIRST AMERICAN CAPITAL CORPORATION

**Position:** Business Technical Assistance Associate  
**Reports to:** Director of Client Development  
**Department:** Program  
**Location:** FACC HQ located in Milwaukee Co. / Remote worksite options available  
**Position Type:** Full-time, exempt  
**Start Date:** Early 2021

**First American Capital Corporation, Inc. (FACC) is a non-profit certified, Native Community Development Financial Institution (CDFI) and SBA Microlender that performs economic development activities that benefit Wisconsin's Indian Country and other underserved/disadvantaged populations, by providing access to capital in the form of business loans and delivering technical assistance services that build the capacity of the state-wide business entrepreneurs and communities we serve.**

**POSITION OVERVIEW:** As the result of FACC's organizational growth, we are seeking an experienced, Business Technical Assistance Associate to join our team. This position will facilitate the implementation and delivery of FACC's Technical Assistance (TA) program by working directly and indirectly with clients – e.g. from pre-loan application to post-loan closing, through the loan terms – to provide structured, relevant and results driven technical assistance. The Client Development Team partners internally with the Lending Team to support the simultaneous achievement of lending and achieving client development goals. As an organization committed to diversity, justice and inclusion, a well-qualified individual will have proven experience working with diverse businesses at varying stages of development.

### **COVID-19:**

Under normal circumstances, travel throughout the state is required and will resume when it is determined to be safe to meet with our clients and stakeholders in person. Technologies for virtual client engagement and TA delivery are available.

### **KEY DUTIES & RESPONSIBILITIES:**

- Provide assessments and responsive guidance to prospective and existing FACC borrowers on issues related to small business management such as marketing, bookkeeping, financial strategy, and cash flow management. Assist new and existing borrowers with business plan development, cash management and financial projections.
- Identify and provide access to appropriate resources and systems for business clients to help them manage, build capacity and grow their businesses.



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- During monthly check-ins, review clients' management reporting systems including monthly financial statements, cash flow reports, and projections/forecasting for the purpose of improving opportunities for success and mitigating risks.
- During borrowers' annual reviews, provide in-depth and comprehensive assessments of key performance indicator metrics and progress towards qualifying for the credit standards of commercial banks.
- Develop, and manage individualized FACC client business capacity building work plans, designed to establish TA goals/objectives and monitor progress and impact of FACC TA delivery.
- Collect, manage, analyze and report out on individual and aggregate client TA outcomes and impacts data.
- Develop and present programs, training, and guidance in a clear and understandable manner.
- Possess exceptional communication skills with the ability to serve as a positive and visible representative of the organization with a variety of stakeholders.

### **QUALIFICATIONS:**

- Prior work experience in nonprofit or community development, finance, small business or related work is preferred. Experience in or a working knowledge of the Community Development Financial Institution (CDFI) industry is highly desirable.
- Working knowledge of small business/entrepreneurship and/or contacts within the small business community is a plus.
- Excellent verbal and written communication skills, to include presentation and public speaking skills.
- Excellent interpersonal and financial analytical skills.
- Ability to work in a team environment, with clientele of wide-ranging ethnicities, education level, socioeconomic status.
- Possess sound judgement, effective decision making, customer service, and conflict resolution skills.
- Must have reliable transportation for travel when conditions allow.
- Ability to self-manage, coordinate complex activities, and prioritize conflicting demands and deadlines.
- Strong computer skills are necessary, with an advanced knowledge of the Microsoft Office platform.
- Bachelor's degree in business/economic development related fields preferred. Advanced degrees a plus. If applicant does not have a bachelor's degree, other relevant training, certifications and work experience will be considered.

**Salary: Commensurate with Experience**

**Excellent Benefits: Including but not limited to medical, dental, vision, retirement, PTO & Holidays.**

**Application Deadline: Open until filled**



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**Please email resume and cover letter with the subject line “FACC Business Technical Assistance Associate” to [careers@aiccw-facc.org](mailto:careers@aiccw-facc.org)**

**No phone calls please.**

**First American Capital Corporation, Inc. is an Equal Opportunity Provider & Employer**