RISING TIDE CAPITAL, INC.

BUSINESS TRAINING TECHNICAL ASSISTANCE CONSULTING

Job Description
Chief Executive Officer

The Chief Executive Officer is responsible for the overall leadership of the organization by providing fiscal and operational oversight as well as management of key personnel and board relations. The position involves strategic planning, program development, budgeting, human resources management, and fundraising. The Chief Executive Officer is also responsible for providing direct services to clients in the form of one-on-one business consulting and coaching—in coordination with the Director of Client Services.

Primary Responsibilities:

- Coordinate with Board of Trustees in budgeting and strategic planning processes.
- Provide fiscal and operational oversight
- Lead fundraising initiatives
- Manage and evaluate staff
- Engage in program development, evaluation, oversight, and innovation
- Provide one-on-one consulting & coaching to graduates of the Community Business Academy

Position Requirements:

- Bachelors Degree required
- Computer Proficient
- Experience in fundraising
- Experience in non-profit management
- Experience providing consulting and coaching to micro-entrepreneurs strongly desired

RISING TIDE CAPITAL, INC.

BUSINESS TRAINING TECHNICAL ASSISTANCE CONSULTING

Job Description
Chief Operations Officer

The Chief Operations Officer is responsible for the execution and oversight of program and corporate processes including outcome measurement, communications, fundraising, program development, and the management of information systems and office technology. The position involves coordination with the Chief Executive Officer in strategic planning, program development, budgeting, human resources management, and fundraising. The Chief Operations Officer is also responsible for providing direct services to clients in the form of one-on-one business consulting and coaching—in coordination with the Director of Client Services.

Primary Responsibilities:

- Coordinate with CEO in budgeting and strategic planning processes.
- Conduct fundraising, grant writing, and donor management campaigns
- Develop corporate communications including program marketing, fundraising brochures, website content, and newsletter content.
- Evaluate program performance and outcomes
- Engage in program development, evaluation, oversight, and innovation
- Provide one-on-one consulting & coaching to graduates of the Community Business Academy

Position Requirements:

- Bachelors Degree required
- Computer Proficient
- Experience in fundraising
- Experience in non-profit management
- Experience providing consulting and coaching to micro-entrepreneurs strongly desired

POSITION DESCRIPTION

JOB TITLE:	Director of Programs
STATUS:	Regular Full-Time / Exempt
REPORTS TO:	Chief Operating Officer & Chief Executive Officer
EFFECTIVE DATE:	August 2011

POSITION SUMMARY (Short summary of the essential purpose of the job)

The Director of Programs is responsible for providing leadership and direction for program delivery, management, and oversight related to Rising Tide Capital's Community Business Academy (CBA) and Business Acceleration Services (BAS). The Director has overall responsibility for the progress and outcomes of these and other programs and reports directly to the Chief Operating Officer and Chief Executive Officer.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Duties that occupy a major portion of time and importance in the job)

Program Management

- Develops and updates the curriculum for Rising Tide Capital's Community Business Academy (CBA) and Business Acceleration Services (BAS) programs.
- Coordinates, assists in development, and monitors work of independent contractors/consultants delivering BAS program. Delivers course content as needed in the absence of available instructors.
- Supervises instruction by independent contractors/consultants providing weekly CBA classes during the Spring and Fall semesters.
- Trains, supervises and supports instructors in curriculum delivery.
- Provides one-on-one coaching and technical assistance to CBA students, graduates and Rising Tide Capital clients.
- Oversees the production of orientation and graduation events two times per year as well as other Rising Tide Capital events scheduled during the year.

- Meets with entrepreneurs on a regular basis to provide technical assistance and professional support, with the goal of assisting them to start and operate successful small businesses.
- Directs the evaluation and determination of eligibility of all potential students of the Academy.
- Develops eligibility criteria in partnership with Chief Operating Officer; periodically reviews such criteria as needed and/or appropriate.
- Works in partnership with Program and Communications staff to create and implement marketing strategies to promote the Community Business Academy and Business Acceleration Services programs within the community.
- Leads day to day operation of storefront walk-in assistance and business technology support center.
- Works closely with the Manager of ____ on monitoring program outcomes and related data for the purpose of quarterly and annual reporting.
- Monitors the work of mentors who providing ongoing coaching and assistance to BAS clients.
- Designs and implements the BAS program; recommends and implements ongoing improvements.

Other Management Duties

- Provides leadership and direction to program staff; monitors staff's performance outcomes;
- Coaches staff on program and professional development.
- Performs other duties as required.

QUALIFICATIONS, KNOWLEDGE SKILL REQUIRED (Minimum education and experience needed to perform the job adequately)

Bachelors Degree and minimum 5 years of relevant, related experience in management, business operations and/or coaching preferably with small business development, marketing, community outreach, and/or nonprofit management organization. Must include experience designing and delivering adult education. Experience as a business owner/entrepreneur strongly preferred.

Requires dynamic leadership skills to include a passion for RTC's mission and programs and the ability to promote the organization to diverse audiences, including potential program participants.

Demonstrated managerial, project and program management experience required.

Must have demonstrated ability to turn vision into strategy, to turn actions into standard processes, to be able to act independently, to coordinate various components of an organization and to effectively manage teams of people.

Must be solutions-driven with the ability to appropriately ask questions and find answers relevant to Rising Tide Capital's program offerings.

Familiarity with local communities and community leaders in Northern NJ (particularly Orange Township/Essex County) strongly desired;

Requires proven ability to be self-starting, highly organized, and detail-oriented—comfortable with unstructured assignments, multi-tasking, and quick deadlines.

Requires highly effective interpersonal, conflict resolution and problem solving skills.

Requires demonstrated people management skills to include previous experience in a supervisory/management capacity.

ADA SPECIFICATIONS (Physical demands that must be met in order to successfully complete the essential functions of the job)

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Atmosphere and environment associated with a normal office.
- The noise level in the work environment is usually moderate.

Vision Requirement:
Both close and distance vision are required to perform the duties of this job.

Physical Demands:
Some evening/weekend work and regional travel (Northern NJ) may be required. Must have the ability to stand, walk, sit, use hands to handle or/or feel, speak and hear. Must also have ability to lift/carry up to 25 lbs.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.
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RISING TIDE CAPITAL, INC.

BUSINESS TRAINING TECHNICAL ASSISTANCE CONSULTING

Job Description - Program Assistant

Background:
Rising Tide Capital (www.RisingTideCapital.org) is seeking a talented individual with an interest in micro-enterprise and community development to join its team of professionals to make a difference in the world and to participate in the growth of an innovative, dynamic non-profit organization.

Based in Jersey City, NJ Rising Tide Capital is committed to the economic empowerment of individuals and communities through entrepreneurship. Our mission is to assist low-wealth individuals and communities to build strong businesses that transform lives, strengthen families, and create sustainable communities. Through business education, consulting, technical assistance, and partnerships with local micro-lenders, Rising Tide Capital harnesses the entrepreneurial energy that exists in distressed urban communities and uses it to create jobs and economic opportunity for traditionally underserved populations.

Overview:
After five years of operations and growth, Rising Tide Capital needs to expand its team and is looking for a Program Assistant to work closely with Program Directors and Executive Staff in the development and management of a program model that is efficient, effective, sustainable, scalable, and replicable.

The Program Assistant is responsible for developing and managing logistical aspects of program services delivery to Rising Tide Capital clients. The position involves working closely with program and executive staff to plan and oversee program services & events, perform community outreach, manage program enrollment, and assist in outcome measurement and reporting. The position requires a highly organized, detail-oriented person with strong project management and verbal communication skills. A working familiarity with Microsoft Office applications (Word, Excel, Powerpoint) is strongly desired.

While the Program Assistant's responsibilities do include the traditional aspects of administrative assistant positions (answering phones, data entry, etc), the Program Assistant will also be engaged in program activities, community outreach, program evaluation, engaging with clients and volunteers, organizing & attending events, and areas relating to his or her particular expertise or interests. As the 6th member of the RTC team, the Program Assistant will enjoy a small, flexible, entrepreneurial culture that seeks to develop the skills and interests of its team members and create avenues for growth and engagement.

Responsibilities:
- Manage community outreach and program marketing efforts
- Manage internal program marketing efforts to previous graduates
- Plan and coordinate program events such as seminars, orientations, and graduations

- Manage program enrollment, attendance, and statistical information
- Manage client contact database
- Assist in outcome measurement and reporting

Position Requirements:

- Bachelors Degree required
- Strong computer skills (Outlook, Word, Excel, Powerpoint)
- Strong verbal skills
- Must be highly organized and detail-oriented
- Previous experience in non-profit management desired

POSITION DESCRIPTION

JOB TITLE:	Program Associate-Business Accelerated Services
STATUS:	Regular Full-Time / Exempt
REPORTS TO:	Director of Programs
EFFECTIVE DATE:	August 2011

POSITION SUMMARY (Short summary of the essential purpose of the job)

The Program Associate provides programmatic and operational support to Rising Tide Capital's Business Accelerated Services program. The position involves program coordination, event planning and client support and coaching. The Program Associate works in close partnership with Rising Tide Capital's Programs Team and reports to the Director of Programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Duties that occupy a major portion of time and importance in the job)

Seminar/Event Management

- Coordinates all program activity related to the Business Accelerated Services (BAS) program to include managing bi-monthly seminars for small business clients, planning programs calendars in partnership with other Program staff.
- Coordinates seminar marketing in partnership with Communications Manager: coordinates copy for email blasts, Facebook/Twitter marketing; Rising Tide Capital's newsletter, flyers, phone calls and mailings. Develops all attendee/participate communications.
- Recruits presenters through referrals, networking and volunteer database; schedules calls/meetings with presenters and Director of Programs as directed.
- Locates, confirms and coordinates venues and related logistics for all BAS programs; assists with on-site logistics, seminar fee collection and registration as needed.
- Coordinates the Annual Plan & Pitch Competition,Global Entrepreneurship Week (GEW), and Artrepreneur Fair events: Manages general logistical details. Manages all correspondence with venue, event partners, co-sponsors, volunteers and contestants; recruits volunteer business mentors and client contestants; locates and confirms appropriate venue and all event logistics; assists heavily in the general planning, marketing, & execution of these events.
- Assists in creating content, agenda, and structure of competition.
- Assists in coordinating CBA orientations & BAS seminars during GEW.

- Recruits targeted clients that would benefit from relevant GEW events; markets these events to them; manage invites, RSVP's, and other logistics.
- Manages the planning and execution of the Green Fair (a marketplace/street fair for local, Jersey City "green" businesses that are promote sustainability, health, & wellness).

Program/Client Development

- Communicates relevant selling opportunities for Rising Tide Capital's clients.
- Develops and maintains targeted lists of Club CEO members/CBA graduates & current students that would be appropriate/relevant for specific opportunities. Facilitates client participation in street fairs, expo's, networking events, mentoring events, other service organizations, state and local procurement, etc. Composes and forwards invites to clients with all pertinent information & requirements. Coordinates one-on-one coaching as needed for clients who need assistance in preparing their business for such events.
- Manages RSVP's and tracks any documentation, deadlines, or other requirements that clients need to fulfill for event(s) participation.
- Interfaces with event sponsors re event logistics; remains in regular contact to create new sponsorship opportunities; conducts outreach to identify new sponsors.
- Plans and coordinates events to promote financing and grant opportunities available at Rising Tide Capital.
- Provides consulting and coaching support to clients regarding financing, loan packaging, and credit.
- Reviews loan applications for approval/denial by our lending partner, The Intersect Fund; conducts closings. Manages all related pre-loan correspondence.

Program Outreach

- Conducts outreach into a variety of communities, constituencies, and regions throughout Hudson County.
- Plans and hosts events; represents RISING TIDE CAPITAL at strategic events, conferences, street fairs, expo's, conventions, meetings, etc.
- Coordinates advertisements in key media outlets.
- Researches, develops and maintains relationships with key stakeholders and community organizations including outreach to new markets.
- Conducts BAS seminars in new markets and in different languages to introduce new constituencies to Rising Tide Capital and the Community Business Academy (CBA).

Outcome Measurements

- Conducts quarterly outreach to clients to ascertain the number of new businesses started, strengthened, or expanded and business plans completed via email and phone. Inputs results into Outcome Tracker (OT) database.

- Inputs all coaching logs completed for all staff that have conducted coaching sessions for the quarter into OT.
- Completes and inputs coaching logs for all coaching regarding lending, loans applied for and closed into OT.
- Inputs all logs into OT for any grants awarded (Plan & Pitch Competition, BDI Incubator, etc.)
- Forwards data to Program Evaluation Manager for further analysis and reporting.

Club CEO Action Planning & Case Management

- Develops customized, individual action plans for each CBA student upon graduating, based upon their need as determined by their instructor and student feedback.
- Registers students for appropriate Rising Tide Capital program as directed by action plan (-i.e. seminars, one-on-one coaching, Rising Tide Capital Helpdesk, Access to Capital, etc.). Communicates plans to students via email, physical mail, and phone calls.
- Monitors and tracks student progress in accordance to a pre-set timeline via email and phone calls.
- Inputs results into OT database.

RISING TIDE CAPITAL Helpdesk

- Manages clearing house for all Rising Tide Capital clients who request specialized services via Rising Tide Capital's network of contracted professionals offering their services at affordable rates (i.e. graphic designers, brand consultants, accountants, lawyers, micro-lenders and financial consultants, general business coaches, etc.)
- Matches clients with appropriate consultants and coordinates appointments. Assists in executing contracts.
- Tracks and monitors working relationships and progress between consultants and clients and progress.
- Input appropriate outcome results (business strengthened, expanded, completion of business plan, loan applied and/or closed) into OT.

Other Duties

- Assists in the hiring of Program Department interns, volunteers, and VISTA volunteers: composes job descriptions; markets volunteer/intern opportunities; reaches out to local partners and universities; collects and review resumes; conduct interviews; assists in the selection of candidates; directly supervises volunteers & interns.
- Performs other duties as assigned.

QUALIFICATIONS, KNOWLEDGE SKILL REQUIRED (Minimum education and experience needed to perform the job adequately)

Bachelor's Degree or 2-4 years of related experience and/or training in a similar position, preferably with a nonprofit and/or community/business development organization. Combination of education and experience acceptable in lieu of degree.

Must have strong attention to detail and the ability to handle multiple, concurrent projects simultaneously.

Must have highly effective interpersonal, conflict resolution and problem-solving skills to include comfort working with individuals representing diverse communities. Multi-lingual skills helpful but not required.

Must be able to identify solutions to stakeholder concerns and demonstrate ability to develop and execute appropriate solutions.

Proven computer skills to include proficiency with all MS Office applications; database management skills helpful.

ADA SPECIFICATIONS (Physical demands that must be met in order to successfully complete the essential functions of the job)

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Atmosphere and environment associated with a normal office.
- The noise level in the work environment is usually moderate.

Vision Requirement:
Both close and distance vision are required to perform the duties of this job.

Physical Demands:
Some evening/weekend work and regional travel (NJ) may be required. Must have the ability to stand, walk, sit, use hands to handle or/or feel, speak and hear. Must also have ability to lift/carry up to 25 lbs.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

Position Available: Program Evaluation Manager
Location: Jersey City, NJ
Start Date: November 2010
Email Contact: Jobs@RisingTideCapital.org

Rising Tide Capital (www.RisingTideCapital.org) is seeking a talented individual with a background in data analysis and management to lead the organization's outcome measurement and reporting systems. A successful candidate will join Rising Tide Capital's team of professionals dedicated to making the world a better place through micro-enterprise and community development by participating in the growth of an innovative, dynamic non-profit organization.

Organization Background: Rising Tide Capital – a 501(c)3 nonprofit based in Jersey City, NJ and located on Martin Luther King Drive – is committed to the economic empowerment of individuals and communities through entrepreneurship. Our mission is to assist aspiring entrepreneurs to build strong businesses that transform lives, strengthen families, and create sustainable communities. Through business education, consulting, technical assistance, and partnerships with local micro-lenders, Rising Tide Capital harnesses the entrepreneurial energy that exists in distressed urban communities and uses it to create jobs and economic opportunity for traditionally underserved populations.

Position Overview: The part time (0.5 FTE) Program Evaluation Manager reports to the Chief Operations Officer and is responsible for managing the organization's outcome measurement and reporting infrastructure. The position involves working closely with staff to coordinate and manage the collection, analysis, and reporting of information used for outcome measurement, management dashboards, and grants reporting. The Program Evaluation Manager is responsible for:

(1) Maintaining the structure and content of the MIS system (currently, RTC uses VistaShare Outcome Tracker as its database);
(2) Managing the ongoing process of collection, data entry, and analysis;
(3) Producing monthly, quarterly, and annual dashboard reports for Staff and Board;
(4) Producing quarterly and semi-annual grant reports;
(5) Overseeing quarterly and annual outcome measurement surveys;
(6) Providing information and analysis for the purposes of program development, policy advocacy, and strategic leadership;

The position requires a highly organized, detail-oriented person comfortable with producing practical numbers, technology, and quantitative analysis relevant to a wide-range of users and audiences.

Job Responsibilities Include:

1. Produce the following regular reports:
    - Monthly and Quarterly Management Dashboard
    - Quarterly and Annual Board Reports
    - Quarterly and Semi-Annual Grant reports
2. Conduct and oversee Quarterly and Annual Outcome Measurement Surveys
3. Ensure the integrity of database structure and content
4. Ensure correlation between paper and web-based data collection forms to database and reporting architecture
5. Maintain and improve program performance monitoring processes, technology, and reporting systems.
6. Maintain and improve program outcome monitoring processes and reporting—including, but not limited to, managing systematic surveys, interviewing, and follow up with participants.
7. Manage secure, high-integrity data collection, entry, storage, analysis and reporting.
8. Produce timely, transparent, reliable, accurate reports as needed to maintain grant compliance and industry best practices and leadership.
9. Train and assist staff in high-integrity use of the MIS and database systems.
10. Maintain mission-driven cultural and social competence and relevance of the MIS products and systems.
11. Maintain Monitoring and Evaluation policies and procedures section of the Operations Manual for staff use
12. Manage and update system descriptions as needed: Monitoring and Evaluation Plan, Reporting Requirements and Definitions, etc..
13. Manage third-party research and evaluation projects as needed.
14. Maintain, contribute to and disseminate knowledge exchange of industry-wide best practices, benchmarks, and trends.
15. Assist with MIS and database improvements and expansion projects as needed.
16. Other duties as assigned

Qualifications:

- Bachelors Degree required (and/or 4 years of relevant job experience acceptable)
- Strong computer and analytical skills required (Excel power user, Access or other relational databases, Outlook, Word)
- Highly organized, detail-oriented project management experience required
- Pragmatic and customer-oriented project or program manager experience desired
- Masters degree and/or course work in statistical analysis and/or Management Information Systems strongly desired
- Previous experience in program evaluation, non-profit management, business and community development desired
- Previous experience with applied/participatory research and evaluation desired

To Apply:

Please send cover letter and resume to Jobs@RisingTideCapital.org. Position open until filled.

POSITION DESCRIPTION

JOB TITLE:	Communications Manager
STATUS:	Regular Full-Time / Exempt
REPORTS TO:	Chief Operating Officer
EFFECTIVE DATE:	August 2011

POSITION SUMMARY (Short summary of the essential purpose of the job)

The Communications Manager is responsible for managing a wide variety of communications activities including but not limited to public relations, marketing and promoting Rising Tide Capital's programs and services to clients, stakeholders, and the general public through publications/newsletters, reports, digital communications, and online media. The position reports directly to the CEO to manage and develop content for the organization's communications infrastructure and to increase awareness of Rising Tide Capital in the greater community.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Duties that occupy a major portion of time and importance in the job)

- Manages RTC's brand in both written and graphic content across of the organizations platforms
- Creates and maintains Rising Tide Capital's organization-wide communications calendar.
- Creates and maintains a communications dashboard that tracks statistics for all of RTC's online media, for ongoing analysis and strategy
- Develops, designs, and produces program-specific and organizational marketing collateral including but not limited to brochures, advertisements, and flyers.
- Manages and develops content for websites, newsletter and social media.
-
- Administers Rising Tide Capital's websites.
- Designs and develops photographic and videographic content for online presence and marketing materials.
- .
- Researches, develops content for and writes annual and quarterly progress reports in partnership with executive and program staff.
- Develops story concepts, writes press releases and coordinates marketing/public relations pieces for distribution to media.
- Oversee the contact management process at Rising Tide Capital
- Position Description

- Directs the activities of related independent contractors such as photographers, writers, printers. Researches/recommends new vendors as needed
- Recruit, train and manage Communications staff (Currently there's a communications assistant, but from next week there will also be a Communications VISTA, so I think this is relevant)
- Assists with booking speaking opportunities for the RTC's CEO
- Performs other related duties assigned.

QUALIFICATIONS, KNOWLEDGE SKILL REQUIRED (Minimum education and experience needed to perform the job adequately)

Bachelor's Degree and 3 years related experience in a similar position, preferably with a nonprofit and/or community/business development organization.

Demonstrated knowledge and understanding of commonly accepted communications, marketing and public relations principles and practices.

Strong attention to detail and the ability to handle multiple, concurrent projects simultaneously.

Highly effective interpersonal, conflict resolution and problem-solving skills to include comfort working with individuals representing diverse communities.

Proficiency with all MS Office applications; the Adobe Creative Suite, content management software and/or HTML.

ADA SPECIFICATIONS (Physical demands that must be met in order to successfully complete the essential functions of the job)

Work Environment:

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- The noise level in the work environment is usually moderate.

Vision Requirement:
Both close and distance vision are required to perform the duties of this job.

Physical Demands:
Some evening/weekend work and regional travel (NJ) may be required. Must have the ability to stand, walk, sit, use hands to handle or/or feel, speak and hear. Must also have ability to lift/carry up to 25 lbs.

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RISING TIDE CAPITAL, INC.

BUSINESS TRAINING TECHNICAL ASSISTANCE CONSULTING

Job Description
Communications Associate

The Communications Associate is responsible for promoting Rising Tide Capital's programs and services to clients, stakeholders, and the general public and to cultivate and manage RTC's donor relationships through newsletters, reports, digital communications, and online media. The position involves working closely with program and executive staff to manage and develop content for the organization's communications infrastructure and to increase awareness of Rising Tide Capital in the greater community. The position requires a highly creative person with very strong writing, technology, and graphic design skills.

Responsibilities:

- Develop, design, and produce program-specific and organizational marketing materials, brochures, advertisements, and flyers.
- Manage and develop content for website.
- Manage and develop content for newsletter.
- Manage and develop content for online presence on websites such as Guidestar, Facebook, MySpace, and YouTube.
- Design and develop photographic and videographic content for website and marketing materials.
- Develop content for and write annual and quarterly progress reports.
- Manage donor database.
- Manage donor relationships through Thank You letters and special updates
- Design, develop, and maintain printed communications materials
    - Organizational Brochure
    - Program Brochures
    - Organizational Overview Folder/Package
    - Annual Reports
    - Event signage
- Design & oversee content creation for regular email updates
    - Newsletter template design
    - Newsletter content generation schedule
- Manage RTC's Online Presence & ensure regular content updates
    - Website
    - Facebook
    - Twitter
    - LinkedIn
- Photos & Videos
- Donor Management
- Donor Thank You's
- Donor Communications