



## Job Description

<b>Title:</b>	Senior Relationship Manager	<b>Division:</b>	Field Operations	
<b>FLSA STATUS</b>	Exempt	<b>Department:</b>	Western Region	
<b>Reports to:</b>	Senior Director	<b>Location:</b>	Northern California, Arizona, Colorado, Idaho, Montana, New Mexico, Nevada, Oregon, Texas, Utah, Washington, and Wyoming as well as NeighborWorks America internal candidates.	
<b>Position Number:</b>	TBD	<b>Status:</b>	Full-time	Exempt
<b>Salary Band:</b>		<b>Supervises Others:</b>	N/A	

### Purpose of the Field Division:

The Field Operations Division of NeighborWorks America (NWA) is responsible for delivering services, grants, and technical assistance to approximately 250 NeighborWorks organizations with the overall objective of sustaining a network of excellence that creates opportunities for people to live in affordable homes, improve their lives and strengthen their communities. The Field Operations Division is overseen by the Senior Vice President (SVP) of Field Operations, who is responsible for establishing the priorities and procedures for service delivery, grant programs and the identification of new affiliates. The primary relationship with NeighborWorks organizations is provided by staff in four regions across the country.

### Position Summary and Essential Responsibilities:

The NWA Senior Relationship Manager (Sr. RM) role is pivotal within the organization, focusing on serving a portfolio of network organizations (NWOs) and ensuring a deep understanding of their operations and needs. The following responsibilities and qualifications are associated with this position:

- **Portfolio Management:** Sr. RMs oversees a portfolio of network organizations. This involves developing a comprehensive understanding of each organization's mission, goals, challenges, needs, establish and maintain relationships with executive leadership, board members, partners, and stakeholders of network organizations through in-person and virtual engagements.
- **Expertise in NW Services and Products:** Sr. RMs are experts in the services and products offered by NeighborWorks America. This knowledge helps them guide network organizations in utilizing these resources effectively.
- **Data-Driven Decision Making:** Utilize data compiled by NW, along with market and industry analysis, to make informed decisions on how best to support the organizations in their portfolio.
- **Customer-Centric Approach:** Sr. RMs are resourceful and innovative in their efforts to support network organizations, ensuring a customer-centric approach in their interactions and solutions.
- **Strategic Thinking:** Critical thinkers who strategically plan and implement capacity-building strategies to strengthen the performance of organizations in their portfolio.
- **Organizational Development Expertise:** Sr. RMs have deep expertise in understanding various non-profit business models and implementing strategies to enhance organizational performance and sustainability.
- **Performance Assessment:** Sr. RMs assist network organizations in preparing for performance assessments and work on developing action plans based on assessment results.
- **Board Management:** Work directly with non-profit boards of directors, assess their performance, facilitate board training, and engage in strategic planning activities.
- **Funding Evaluation:** Sr. RMs review and evaluate funding requests from network members, ensuring alignment with organizational goals and objectives.
- **Strategic Visioning:** Collaborate with NWOs in strategic thinking and visioning beyond compliance remediation, helping organizations plan for long-term success and impact.

This remote position reports to the regional Senior Director and the candidate must be physically located in one of the following states: Arizona, California, Colorado, Idaho, Montana, New Mexico, Nevada, Oregon, Utah, Washington, and Wyoming and concentrated efforts in Texas.

***“Due to pandemic circumstances and our commitment to provide the highest care for our community, NeighborWorks America encourages all new employees to be fully vaccinated against COVID-19 before being hired.”***



## Job Description

### Required Minimum Qualifications:

**(a) Education:** College level degree, certification(s) and/or equivalent relevant work experience

**(b) Experience:** 5-7 years of related professional or personal experience in community development, affordable housing or the non-profit management field.

**(c) Licenses, Certifications:** N/A

### **(d) Competencies, Knowledge, and Skills & Abilities:**

- Nonprofit Management and Board Governance Experience: Candidates should have professional or personal experience in nonprofit/organizational management and board governance, including understanding fiduciary responsibilities, strategic roles of boards and executive leadership.
- Specialized Expertise: Demonstrated experience in areas such as real estate development, asset management, homeownership, lending/Community Development Financial Institutions (CDFIs), financial management, resource development, organizational management, or board governance is highly valued.
- Outcome-Based Performance Measurement: Advanced experience in developing outcome-based performance measurements is necessary to assess the effectiveness and impact of programs and initiatives.
- Financial Analysis: Experience in evaluating and analyzing financial statements is required to assess the financial health and sustainability of organizations within the portfolio.
- Communication Skills: Excellent written, auditory, and oral communication skills are essential for effectively communicating program results, facilitating meetings with NW staff and network directors, and engaging with program staff and directors.
- Technical Assistance: Experience in delivering technical assistance in asset management, affordable housing, or real estate development is beneficial.
- Cultural Competence: Ability to interact effectively with people of diverse cultures and socio-economic backgrounds, with an interest or experience in facilitating conversations regarding diversity and inclusion.
- Technical Proficiency: Proficiency with Microsoft Office applications (Outlook, Word, Excel, PowerPoint, and Access) is required for documentation, reporting, and data analysis.
- Project Management: Demonstrated project management skills and multitasking abilities are necessary for handling multiple projects with diverse deliverables.
- Initiative-taking and Collaborative: Must be initiative-taking, able to work independently as well as collaboratively with colleagues and network members and possess a strong customer-service orientation.

### **(e) Technology:**

- Proficiency with Microsoft Office applications (Outlook, Word, Excel, PowerPoint, and Access) is required for documentation, reporting, and data analysis.

### **(f) NeighborWorks America Staff are expected to demonstrate excellence in the following:**

- Sensitivity to racial, gender, sexual orientation, and cultural differences.
- Effective, respectful, and timely communications with internal and external stakeholders.
- Listening effectively, seeks and accepts feedback well.
- Effective teamwork.
- Analytic, thoughtful, and strategic thinking.
- Considering the mission, objectives, and goals of NeighborWorks and demonstrating an understanding of the impact of her/his/their decisions and behavior on the organization.

### Preferred Qualifications:

### Working Conditions:

**(a) Travel:** Work is performed both in field and office settings, requiring extensive travel and frequent overnight absences from an employee's place of residence. Approximately 50% travel.

### **(b) Others:**

- Work is performed with considerable independence under the general direction of the regional management.
- Work is reviewed through individual conferences and customer feedback.