



putting san pablo to work

PROGRAM TECHNICIAN & ECONOMIC DEVELOPMENT ANALYST I

Annual compensation range: \$51,480 - \$57,720

Overview

The Program Technician & Economic Development Analyst I (Tech-Analyst I) occupies a technical role on the analyst career track. The Tech-Analyst I is a full-time, exempt benefitted position with asset and program management responsibilities who reports to the Executive Director.

The San Pablo EDC is a dynamic nonprofit whose mission is to develop, diversify and stabilize the local economy through the education and training of our workforce and businesses. As such, programs vary greatly and sometimes target regional, as well as local audiences. The San Pablo EDC is a member-based, professional services organization, which partners widely with other organizations, as well as pilots and manages its own innovative programs.

This is a fully benefitted position that, in addition to the base salary, receives a monthly language-pay differential if qualified, a monthly smartphone stipend, a 3% salary match contribution to 403(b), and paid health, vision and dental benefits.

Responsibilities

Principal areas of responsibility for the Tech-Analyst are asset management, the WISH Program, downpayment assistance program, nano-revolving loan fund, business attraction with the City of San Pablo, California tax credits, CMTC and ETP contract management, grants support/management and Salesforce database management, analysis and data preparation. Tasks are outlined below.

Asset Management Programs & Data Analysis

- Manage San Pablo EDC programs as assigned; this includes coordination, implementation, outreach and evaluation, as well as working with colleagues. Programs/areas include:
 - Property management for commercial property: requires tenant relationship management, rent accounting, and vendor management
 - Nano Revolving Loan Fund: further requires underwriting, loan packaging and loan servicing
 - Homeowners down payment assistance programs: further requires underwriting, loan packaging and loan servicing
- Lead marketing (e.g., collaterals, eblasts, content) outreach, logistics and data capture for all areas of responsibility; evaluate and retool as needed
- Assist in the establishment of forms, protocols and data management of programs
 - Qualify applicants through the programs
- Administer Customer Relationship Management platform by developing business processes and workflows, building and maintaining objects, creating fields for objects as needed, running data reports for team updates as requested, and keep EDC staff consistently up to date on metric progress

- Work closely with executive staff and the California Governor's Office of Business and Economic Development, and provide information on tax credits as incentives to businesses looking to locate in San Pablo
- Provide administrative board support, which includes preparing and delivering meeting packets, communicating with board members, maintenance of board and meeting information, meeting logistics and set-up, staffing meetings and preparing of post-meeting documents, among other duties; this includes board and committee meetings

Strategic fund development

- Conduct grant research
- Assist with grant writing and serve as the main point of contact for grant writers
- Oversee data gathering aspects of grants management and report generation
- Coordinate outreach to funders and foundations to establish relationships

General Operations

- Conduct data-entry and analysis, as needed
- Manage the ongoing Salesforce database evolution and data input; create objects and run reports, as needed
 - Manage staff protocols, training and oversight of Salesforce database, ensuring staff are populating it and able to pull reports
 - Support with grant reports: ensure data and stories are getting captured/input
- Perform regular content editing of the website and manage the website vendor
- Build and maintain strong relationships with partner
- Prepare data and stories for the annual Social Impact Report
- Keep abreast of training and acquire certifications and licenses, as needed
- Assist with staffing work events; events may take place outside of regularly scheduled office hours, and if so, schedules are adjusted accordingly
- Complete peripheral tasks as assigned by the Executive Director

Requirements

Skills

- Strong communication skills both written and verbal; in Spanish/English) desirable
- Strong MS Excel and analytical skills; ability to create financial models and provide analysis
- Quantitative and qualitative data analysis; facilitation of data input, analysis and report
- Experience with, and/or aptitude for, lending programs, asset management and real estate development; must demonstrate ability to understand and create the forms and protocol necessary to support such programs
- Excellent, accurate research, record-keeping, information tracking and data-entry skills
- Ability to draft board staff reports, resolutions and related
- Ability to conduct basic research

- Proficient in creating presentations and marketing materials
- At least two years marketing and/or public outreach
- Proficient in MS Office Suite and Adobe Creative Suite

Experience

- Program creation, data capture protocol and coordination
- Intermediate to advanced CRM database management (preferably Salesforce) and report generation experience
- Experienced with establishing protocol and managing process to form
- Social media savvy and e-marketing literate
- Boards and board committee support; experience with Credit Committees a plus
- Web content editing and vendor management
- Has program management and client relationship experience
- Grant research and writing support
- Creation and supervision of marketing and outreach materials, activities and events
- Report research, writing and preparation
- Public speaking and group facilitation
- Underwriting experience and loan packaging desired
- Some frontline staff and intern supervisory experience preferred

Education and Certifications

- Bachelor's Degree from an accredited college or university with major course work in urban planning, economic development, public or business administration, finance, or a related field with relevant work experience plus two (2) years of related professional background are required; Master's degree preferred
- Realtor's license desirable

Basic Requirements

- California Driver's License in good standing
- Right to work in the United States of America

Attributes

- Bilingual in Spanish a plus
- Has a professional presentation
- Is an outgoing, proactive communicator, and possesses a natural service orientation
- Has an aptitude to learn and is receptive to criticism
- Is creative and collaborative
- Is efficient, productive and attentive to details
- Has a strong work ethic and values quality
- Has an ability to multi-task and prioritize responsibilities

- Demonstrates independent problem-solving and decision-making
- Able to develop and manage personal workflow
- Desires to advance within the job and to the next level

Pay Range Qualification

Beginning of range: \$51,480

- New to this level of responsibility
- Has sufficient technical and analytical experience to fulfill responsibilities
- There are areas of responsibility for which training will be necessary and no, or limited, prior experience
- While less experienced, shows an aptitude to learn and a reliable attention to detail

Mid-point: \$54,500

- Has held this level of responsibility for at least one year
- Is proficient experience in all areas of responsibility; may require some training to achieve advanced levels of competencies
- Demonstrates ability to deliver timely results and manage workflow proficiently
- Requires general oversight and is a reliable resource for the team
- Displays consummate professionalism and excellent customer service
- Sets, effectively communicates and meets expectations
- Added responsibilities:
 - Produce and submit letters of intent or interest (LOIs) for grants, support grant writers in data acquisition or as needed, assist with grant application
 - Conduct research, prepare reports, and recommend action, as requested
 - Contribute to, propose the creation of, and lead programs

High end: \$57,720

- Possesses realtor's license and has completed relevant training
- Has depth in all areas of responsibility and demonstrates consistent, strong performance
- Has a track record of being adaptable and responsive as priorities and needs change
- Demonstrates a wide scope of support skills and the ability to initiate draft concepts, documents and procedural improvements
- Is an effective member of the team and can be called upon to support most anyone else on the team in a variety of roles
- Demonstrates a willingness to go the extra mile and do an excellent job when additional work demands need to be met
- Track record delivering timely, accurate results
- Added responsibilities:
 - Provide executive support
 - Provide direct supervision of staff