

PREPARE + PROSPER

WORKING TOWARD A BRIGHTER FINANCIAL FUTURE

Financial Inclusion Program Manager Salary range: \$48,000 to \$53,000

ABOUT PREPARE + PROSPER

Prepare + Prosper (P+P) is a nonprofit that works with people to build financial well-being and address financial inclusion. Harnessing the power of volunteers and partnerships, we provide free tax preparation and financial services, products, and coaching, and work to change systems to create economic opportunity for everyone. We are committed to the principles of diversity, equity, and inclusion in our work and are particularly interested in receiving applications from people of color and those with lived experiences similar to the people who use our programs. Learn more about P+P at prepareandprosper.org.

POSITION AT A GLANCE



Our preferred candidate comes with a strong understanding of personal finances for low-to-moderate income communities, experience in project and program management, and a passion for people and relationships.



This is an exempt, full-time position with a comprehensive benefits package.



The office is located near University Avenue and Highway 280 in St. Paul with free parking and public transit options available. Work is performed in-person and remotely.



This position reports to the Programs + Strategy Director. Supervises the financial inclusion coordinator, and shares supervision of the Money Mentors + FAIR coordinator.

ABOUT THE POSITION

The Financial Inclusion Program Manager is the creative lead and project manager for the FAIR program within P+P. The manager will build capacity for and ensure high quality execution of the FAIR financial solution and its community distribution strategy. Through ongoing consumer engagement, the manager will maintain a persistent focus on delivering sustainable, scalable financial products that will improve the financial health for the financially underserved, first in the Twin Cities then across Minnesota with an aim towards national replication. The manager is responsible for building momentum for and fostering a base of strong, active customers, partners, and leaders in support of the FAIR program.

HOW THE POSITION BREAKS DOWN

Program management (approximately 25% of the position)

- Develop, prioritize, execute, and monitor a FAIR work plan and manage all the projects and their respective tasks, timelines, and deadlines contained within the FAIR program, while keeping others on the FAIR team - both internal staff and external - on task and accountable.
- Ensure all program design and decisions are rooted in P+P's values of equity, inclusion, and economic and racial justice.
- Communicate with bank partner to troubleshoot customer issues and advocate for program improvements based on customer needs.

Partner + community engagement (approximately 25% of the position)

- Build new and deepen existing relationships with key community members, nonprofit leaders, public officials and distribution and referral partners to raise awareness of the financial inclusion gap and build momentum and support for FAIR. Continuously seek out champions for FAIR within our partner organizations.
- Identify new partners across the state who will embed FAIR in their programs and services (distribution partners) or recruit and refer customers (referral partners) to FAIR.

Customer relationship management (approximately 15% of the position)

- Drive the creation and execution of a customer engagement plan from the point of first inquiry to post-enrollment. Develop creative ways to engage the customer to support them in being successful in signing up for, adopting, and using their new FAIR account(s) to reach their goals.

Training + technical assistance (approximately 15% of the position)

- Gather insights from current and prospective partners to develop a responsive training and technical assistance program for distribution partners. Needs are assessed throughout the process and tools and trainings are adapted as needed.
- Design, develop, and deliver both in-person and online training modules for distribution partners.

General management and other – (approximately 20% of the position)

- Provide ongoing mentoring including strategic growth for assigned staff and the development and monitoring of individual work plans.

WORK ENVIRONMENT

- This position operates primarily in an office environment that is accessible.
- Work is performed in-person and remotely based on business needs. Occasional night and weekend hours are required.
- This role routinely uses standard office equipment.
- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to move around the office and between offsite meetings; grab, move, and manipulate objects, and operate a computer.

HOW WILL YOU KNOW IF YOU ARE A GOOD FIT?

Overall, P+P seeks candidates who are smart thinkers, are self-directed yet collaborative, and care about making people's lives better.

- Clear understanding of income and wealth gaps (by economics, race, and gender), under-resourced communities and inequity.
- Two to four years of experience in non-profit program management or social enterprise work.
- Strong public speaking skills as well as large and small group facilitation.
- Strong organizational skills, keen attention to detail, accuracy, and follow-through.
- Strong computer skills, including Microsoft Office Suite and customer relationship management systems (CRMs).
- Bilingual/Bicultural is desirable.
- Willingness to engage in brave conversations with stakeholders to advocate for the communities we serve.

BENEFITS THIS POSITION OFFERS

Our benefits package for this position includes:

- Health, dental, life, and short/long term disability insurance
- Generous PTO accrual rate (19 paid days off for the first year of employment)
- 16 paid holidays (14 set days and two floating holidays)
- Retirement plan (SIMPLE IRA)
- Mileage reimbursed for work-related travel

HOW TO APPLY

- Please submit resume and cover letter by 08/08/2022 to jobs@prepareandprosper.org with the subject line "Financial Inclusion Program Manager." Indicate in your email where you heard of the position opening. Anticipated start date is September 2022.

OUR COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY

P+P continues to work towards a more inclusive workspace, and as such, we are an equal opportunity employer and do not discriminate against any employee or applicant for employment because of race, skin color, ethnicity, religion, gender, sexual orientation, national origin, disability, age, marital status, military status, pregnancy, or parenthood.