

## JOB VACANCY

### **Position: Client Relationship Specialist**

**Location:** Brightpoint, 227 E. Washington Blvd, Fort Wayne, IN 46802

**Hours:** M-Th: 7:30a-5:30p and F 7:30a-11:30a (40 hours per week)

**Starting Salary Range:** 20.00 - 22.00

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### JOB SUMMARY

Responsible for building and cultivating relationships between Brightpoint Development Fund and clients, especially those from low- and moderate-income households. Coordinate, establish and maintain partnerships with banks, associates, other interested parties to further the fund's mission. Provide training to build the capacity of clients, potential clients, small businesses, and other relevant parties. Develop and implement outreach and marketing efforts to expand the Brightpoint Development Fund's impact on our target market. Support the loan application and administration process to ensure business and loan success.

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### JOB DUTIES

1. Work with Brightpoint Development Fund clients to connect them with our offerings, through the application process, providing appropriate technical assistance (TA) and referrals as necessary.
  2. Assess client needs and provide direct business support through site visits and one-on-one consultations to monitor business strengths and weaknesses.
  3. Develop action and training plans for clients to achieve goals, monitor progress and document outcomes.
  4. Assist clients in creating cash flow projection and financial analysis documents to provide guidance and options in making business management decisions.
  5. Coordinate systematic collection of clients' annual financial statements and reporting.
  6. Market Brightpoint Development Fund's lending products to populations within its target market to expand the lending program.
  7. Promote Brightpoint Development Fund's lending programs to financial institutions and other community organizations to gain partnerships and establish relationships that serve the low-income community, and network with current partners.
  8. Implement Brightpoint Values at all times.
  9. Assist with the completion of annual, quarterly, and monthly reports as dictated by federal, state, and local, and private funding sources.
  10. Conduct business site visits for loan applicants and monitor activities of current borrowers.
  11. Market Brightpoint Development Fund's products and services to potential new clients and partner agencies.
  12. Attend conferences, trainings, and seminars for professional development and networking purposes.
  13. Liaison with clients throughout the application, loan, and technical assistance process.
  14. Attend and positively participate at all staff meetings, in Brightpoint improvement processes, and professional development trainings.
  15. Adhere to Brightpoint personnel policies, EEO/AA requirements, fiscal procedures and all other workplace rules/guidelines.
  16. Perform other duties as assigned by the Brightpoint Development Fund Manager or Vice President of Community and Economic Development.
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### SKILLS AND QUALIFICATIONS

1. Bachelor's degree required; degree in finance, business, economics, or other related field preferred. Two (2) years of experience in the relevant industry is preferred.
  2. Must be proficient in the use of Microsoft Office products.
  3. Must have experience identifying, building, and maintaining client, business, and partner relationships.
  4. Must have developed or delivered training to small and/or large audiences.
  5. When driving for Brightpoint, the employee must have a valid Indiana driver's license and must maintain minimum liability limits of \$100,000/\$300,000 on auto insurance.
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**DATES FOR INTERNAL POSTING:** FROM January 5, 2022, TO until filled

**TENTATIVE DATES FOR EXTERNAL POSTING:** FROM January 5, 2022, TO until filled

**APPROXIMATE DATE FOR POSITION TO BEGIN:** IMMEDIATELY

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**FOR FURTHER INFORMATION, CONTACT, HUMAN RESOURCES** EXT. 206 or 213

**APPLICATIONS ACCEPTED – 227 E. Washington Blvd, FORT WAYNE, IN**

**8:00 A.M. - 5:00 P.M., MONDAY – THURSDAY AND 8:00 A.M. – 11:00 A.M., FRIDAY**

**OR VIA THE INTERNET AT [www.mybrightpoint.org](http://www.mybrightpoint.org)**