



## Job Announcement

**THE ORGANIZATION:** Opening Doors is a nonprofit organization that helps underserved Sacramento area residents to achieve self-sufficiency and increased assets by accessing opportunities to mainstream economic, legal and social systems. The organization assists clients through refugee resettlement and cultural orientation; case management for foreign-national survivors of human trafficking; low-cost immigration legal services; increased knowledge and skills in personal financial management; and business training, counselling and microloans. Additionally Opening Doors provides administration and leadership of the Sacramento Area Rescue and Restore Coalition to combat human trafficking.

The organization has undergone a period of growth and infrastructure development during the past five years, and is well poised for future continued growth and expanded impact. With an operating budget of about \$2.5 million, Opening Doors has a staff of 30+ part- and fulltime staff from diverse parts of the world.

**Position Title:** Hispanic Prosperity Program Manager  
**Report To:** CEO  
**Date Needed in Position:** Immediately  
**Salary:** 39K – 43,600

**SUMMARY: The Hispanic Prosperity Program Manager** manages Opening Doors' Spanish-language Financial Capability programs to ensure that Opening Doors' programs are adequately addressing Spanish-speakers' needs. The holder of the position collaborates closely with the Lending & Training Manager to support small business development activities for the Sacramento area Hispanic population. The Hispanic Prosperity Program Manager is also responsible for the outreach and networking in the Hispanic community on behalf of Opening Doors' Prosperity Project.

**Education and/or Experience:** Bachelor's degree in a business- or finance or related field; or three to five years related experience and/or training; or equivalent combination of education and experience.

**Language Skills: Fluency in written and spoken Spanish is a must.**

- **Language Skills:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Possession of a valid driver's license and vehicle insurance.

## **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT**

The following demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of this position. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

While performing this job, the employee is required to sit often and use his/her hands and fingers to handle or feel and to manipulate keys on a keyboard. The employee is occasionally required to stand, walk, reach with arms and hands, lift approximately 20 pounds, and stoop, kneel, or squat, and drive. The noise level in the work environment is usually quiet to moderate.

### **Key Responsibilities:**

The essential duties and responsibilities of this position are listed below. Other duties and responsibilities may be assigned in the sole discretion of the organization.

- Provide overall management of Opening Doors Financial Capability programs in Spanish.
- Develop and maintain strong understanding of the financial capability and asset development fields regionally and nationally, microenterprise best practices, and Sacramento area Spanish-speaking communities.
- Take a lead role in developing vision and strategic planning for financial capability and small business assistance targeting Sacramento area Spanish-speakers.
- Work with the Chief Executive Officer to develop and carry out a long-term plan for Opening Doors' Financial Capability Program.
- Play a key role in identifying possible funding sources and in preparing grants and contracts for initial or continued funding.
- Develop program goals and objectives as well as mechanisms for measuring program's success in achieving goals. Oversee data collection that supports program measurements within Spanish-language financial capability programs.
- Develop an annual program budget to ensure that expenditures are within budget and prepare budget revisions as needed throughout the year.
- Prepare and submit program and financial reports required by the Chief Executive Officer, the board, grantors and other funders.
- Manage outreach and recruitment of immigrant Spanish-speaking clients in need of orientation and training with U.S. financial and banking systems. Conduct or oversee staff and volunteers in carrying out recruitment through various venues including but not limited to churches, adult schools, consulates, and Spanish-language media.
- Train and supervise the Program Assistant.
- Manage the MoneyWork\$ program, coordinate class, seminar and meeting calendars, and curricula. Ensure that participants are screened to confirm eligibility and registration.
- Conduct, facilitate and oversee MoneyWork\$ classes, support group sessions and business seminars. Review participant evaluations of sessions to ensure they are meeting client needs.
- Provide, or ensure others provide financial coaching and business technical assistance to clients as needed.
- Ensure confidentiality and management of client information and record keeping. Identify and train volunteer professionals to serve as guest presenters.
- Develop and maintain strong relationships with businesses, community organizations and agencies in the Hispanic community.

### **Requirement/Competencies:**

To perform the duties of this position successfully, an individual must demonstrate the following competencies:

- Adaptability: Adapts to changes in the work environment. Able to deal with frequent change, delays, or unexpected events. Able to work a flexible schedule to facilitate program services that may include nights and weekends.
- Attendance/Punctuality: Consistently reports to work on time. Ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time.
- Business Acumen: Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Change Management: Develops workable implementation plans. Communicates changes effectively. Builds commitment and overcomes resistance.
- Client services: Manages difficult/emotional client situations. Responds promptly to client needs. Responds to requests for service and assistance. Meets all commitments.
- Computer skills: Has basic computer abilities, including Microsoft Office (Word, Excel, Outlook and PowerPoint) and willingness to learn other programs used by the organization.
- Cost Consciousness: Works within approved budget. Develops and implements cost saving measures. Contributes positively to profits and revenue. Conserves organizational resources.
- Delegation: Appropriately delegates work assignments. Provides recognition for results.
- Diversity: Shows respect and sensitivity for cultural differences. Provides culturally-sensitive inputs to staff and clients, and takes cultural differences into account in program design and leadership.
- Innovation: Displays original thinking and creativity. Meets challenges with resourcefulness. Generates suggestions for improving work. Presents ideas and information in a persuasive manner.
- Interpersonal Skills: Focuses on solving conflict, not blaming. Maintains confidentiality. Remains open to others' ideas and to trying new things.
- Managing People: Includes staff and/or volunteers in planning, decision-making, facilitating and process improvement. Takes responsibility for subordinates' activities. Fosters quality focus in others. Improves processes, products and services.
- Organizational Support: Follows policies and procedures. Completes administrative tasks correctly and on time. Supports the organization's goals and values.
- Planning/Organizing: Prioritizes and plans work activities; uses time efficiently and maintains program scope and integrity.
- Problem Solving: Identifies and resolves problems in a timely manner. Gathers and develops alternative solutions. Works well in group problem solving situations.
- Professionalism: Approaches others in a tactful manner. Treats others with respect and consideration regardless of their status or position. Maintains healthy communication and proper boundaries, becoming neither under- nor over-involved in clients' personal matters. Uses professional judgment when interacting with client in social settings.
- Strategic Thinking: Develops strategies to achieve organizational goals. Understands the organization's strengths and weaknesses and adapts key strategies to changing conditions.
- Teamwork: Balances team and individual responsibilities. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Contributes to building a positive team spirit. Supports everyone's success.
- Written/Verbal Communication: Writes/speaks clearly and informatively in English and Spanish.

#### **HOW TO APPLY:**

Interested candidates should email a resume and cover letter to: [humanresources@openingdoorsinc.org](mailto:humanresources@openingdoorsinc.org). Include "Hispanic Prosperity Program Manager – [Your name]" in the subject line. **No phone calls please.**