



NETWORK RESOURCE MANAGER

About ICA

ICA is a nationally recognized 501(c)3 organization that provides coaching, connections, and capital to accelerate great businesses in order to close the racial and gender wealth gaps. With a 25-year track record of supporting high-potential companies, ICA provides a continuum of support for underestimated entrepreneurs in the Bay Area through the combination of tailored accelerator programs – which provide hands-on advising and business education – and “right-sized” debt and equity investments.

Our Culture

At ICA, we believe that small businesses everywhere have the power to transform communities. As a team, we put our mission front and center, and we support each other through consistent hard work, collective problem-solving, and entrepreneurial spirit. Our inclusive culture fosters mutual respect, collaboration, trust, and collegiality in a supportive work environment.

Job Purpose

The Network Resource Manager will serve as a member of the programs team. Reporting directly to the Chief Program Officer. The Advisor Network Manager is responsible for the day-to-day management, engagement, and development of ICA’s pro-bono advising and professional service provider networks. Ultimately, this role is responsible for making ICA’s Advising network a sought-after experience for professionals that have exceptional skills and abilities that will contribute to Bay Area small business growth.

Responsibilities:

- Manages the daily operations and administration of ICA’s advisor and professional service provider networks
- Maintains and grows ICA’s advisor and professional service provider bases, recruiting to fill gaps in expertise and industries
- Supports the programs and investment teams with advisor pairings, workshop facilitators and alumni programming
- Co-designs advisor specific programming and/or support across the ICA programs and investment team, based on demonstrated entrepreneur needs
- Supports the engagement of the advisor and professional service provider networks through regular communication and events
- Manages advisor related corporate partnerships and engagement programs

PRO-BONO ADVISOR PROGRAM MANAGEMENT - 40%

- Maintain and grow advisor base through outreach to individuals, community-based organizations and groups, colleges/universities, and corporations as needed.
- Manage corporate partners advisor relationships
- Work closely with program and investment teams to understand current needs and gaps in advisor network
- Track budget and assess available resources for the advisor recruitment and engagement activities
- Conduct continuous evaluation of the pro-bono advisor program and support delivered to ICA’s small business clients via advisor and entrepreneur feedback surveys
- Administer annual advisor interest survey; compile and report results internally



RECRUITING & ONBOARDING - 20%

- Develop and implement effective strategies to recruit advisors with the right skills at the right time to match small business needs
- Support with the development and leads the strategy for recruiting new advisors
- Manage onboarding process for new advisors that includes:
 - review applications, schedule interviews, and onboard new advisors
 - assess interests/skills of volunteers and communicate internally
 - sharing timely information about ICA's current opportunities
 - communicating about newly onboarded advisors, their interests, and skills internally
 - educating about ICA's culture of advising

ENGAGEMENT - 20%

- Support the development and lead the execution for overall advisor engagement
- Maintain ongoing communications with ICA advisors and professional service provider networks with the support from the ICA marketing team
- Plan and execute advisor engagement events, with the support of the programs team
- Design formal or informal activities to recognize the contributions of advisors to the organization

ADMINISTRATION - 20%

- Maintain CRM, keeping current advisors, prospects, and newly inactive advisors up to date
- Manage advising hours reports, tracking, and confirmation process
- Provide accurate and timely advisor data for funder and board-requested reports
- Maintain and improve process to:
 - review applications, schedule interviews, and onboard new advisors
 - assess interests/skills of volunteers and communicate internally
- Communicate advising program changes to marketing team, to ensure all collateral is updated

Who You Are

- You are a great communicator and a deep listener who prides themselves on understanding the boarder context of an issue or challenge.
- You love to ask questions and naturally curious.
- You enjoy bringing people together to learn from one another.
- You are a creative person with lots of ideas that you are excited to implement.
- You are emphatic and self-aware.
- You thrive in a learning environment and are excited about learning new things and challenging yourself,
- You are a network builder and have done it in some capacity in your personal and/or professional life.
- You enjoy building and delivering experiences.
- You are interested in learning more about small business investments and delivering programs to small businesses.
- You have the ability to learn new processes and concepts and put them into action right away.
- You thrive in a culture that prioritizes diversity, and values honesty, integrity, and authenticity.

Key Knowledge, Skills & Abilities

- Experience in customer centric environments: customer service, vendor management, small business technical assistance, ecosystem building, recruiting, client engagement, and/or volunteer network management.



- Ability quickly understand and assess skills and needs and direct or recommend resources.
- Creative thinker with the ability to provide innovative ideas on engaging and connecting meaningfully with multiple groups of people.
- Action orientated, forward thinking, and solutions oriented with high ethical standards.
- Excellent written and verbal communication skills.
- Excellent project management skills and ability to manage IT systems, tracking and reporting.
- Willing to give and accept constructive feedback.
- Ability to work independently and collaboratively as a team, with a high degree of accountability and sound decision making abilities.
- Possess a high level of organizational skills, is detail oriented, and able to prioritize in a deadline-driven environment.
- Experience with Google suite; experience with Salesforce and project management tools preferred.

Our Offer and Commitment

The salary and benefits package for this position is competitive. ICA is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, age, and other legally protected characteristics.

ICA's full benefits package includes: 3 weeks of annual paid vacation; 7 days of annual paid sick leave; employer-paid health, dental, vision, life insurance and disability benefits; 50% employer-paid dependent health, dental and vision; and 401(k) plan with matching.

If this opportunity sounds like it's for you, please submit a short cover letter sharing why you are interested in the role and your resume by October 15, 2021. If you are not sure if this opportunity is for you, are simply curious, or know someone who would be perfect, please [email us](#).

Location/Travel: This position is based in Oakland, CA and will require travel within the San Francisco Bay Area region from time to time.