



## Native American Development Center (NADC) Job Announcement

<b>Position:</b>	<b>Consumer Economic Engagement Coordinator</b>
<b>Salary:</b>	\$45,000-\$52,000 DOE
<b>Type:</b>	Full-Time with benefits
<b>Location:</b>	Bismarck, North Dakota
<b>Reports to:</b>	Chief Executive Officer
<b>Other:</b>	Non-exempt, 40 hours per week during a 60-day probationary period.
<b>Announcement Date:</b>	10/22/2024
<b>Closing Date:</b>	<b>November 19, 2024</b>

### **Native American Development Center (NADC) Mission Statement:**

To increase Native communities' access to credit, capital, and financial services through lending services, financial education, small business and workforce development services in North Dakota, on or off tribal lands. NADC is a Native Community Development Financial Institution (Native CDFI) for low-income individuals and Native communities overcome systemic barriers to entrepreneurial success, such as a lack of physical, legal, and telecommunications infrastructure, access to affordable financial products and services, and limited workforce development strategies.

### **Job Summary:**

The Native American Development Center (NADC) is seeking to hire a Consumer Economic Engagement Coordinator (CEEC) to join our team. Under the direct supervision of the CEO, the CEEC will promote Native American Development Center's loan products, services and other programs to customers, statewide non-profit and community-based organizations (CBO's), colleges/universities and Tribal governments. This role requires a keen focus on promoting activities that impact consumer education, service outcomes and the customer experience, with the objective of increasing financial literacy, small and workforce development services and sustaining customer satisfaction. The CEEC works with non-profit agency partners, community leaders and Tribal government programs to identify credit and service needs across Native communities on and off reservations. Through personal outreach calls, email and telephone contacts, the CEEC will use a personal approach to improve customer satisfaction through an enhanced knowledge of NADC's products and services. The CEEC role requires a minimum of 25% travel. This position will collaborate with Native American communities to ensure the consumer financial needs of Native Americans are being met.

### **Duties & Responsibilities:**

- **Financial Education:** Deliver workshops and webinars on homeownership, financial literacy, credit, budgeting, and small business development utilizing Native specific curriculum.
- **Outreach/Engagement:** Increase community engagement. Develop community and partner relationships. Handle all preparation, coordination, logistics and the outreach for onsite and webinar learning opportunities and a Native American Market Place onsite.



The purpose is to help consumers as they work to bridge the gap between their knowledge, their intentions, and the actions they take. It means deploying a wide range of strategies that help consumers to achieve the goal of financial, career and business well-being.

- **Consumer Finance Coaching:** Conduct financial intake and assessments with referred or new incoming clients and deliver one-on-one coaching sessions. This function combines money management expertise with more general coaching skills. Coaches help participants make progress toward the participant's financial goals.
- **Service Coordination:** Work with clients to provide quality service coordination of finances, workforce and career opportunities ensuring the clients get routed to the applicable partner or service they need. There is a heavy customer service basis, as the Service Coordinator is often the initial contact, so having good people skills is a must. You will also need to build strong relationships with our partners and service providers to ensure clients receive the best care possible. Participants referred for service coordination will be seeking housing and income stabilization, homeownership, career readiness, employment stabilization and may include business start-up and/or expansion.
- **Technical Assistance:** Offers small business development training via onsite workshops or webinar and direct technical assistance with business planning.
- **Database Management:** Manage timely, data collection and information in program database to be used for internal and external reporting.
- **Program Oversight:** Monitor traffic and engagement patterns, market data, data collection and record keeping, and ensure the program reporting and administrative paperwork is accurate, complete and submitted in a timely manner, assist in the development of and implementation of forms and program policies and procedures to ensure workflow efficiencies with the program and with other intersecting programs.
- **Collaborations:** The CEEC will work with the Loan Officer, Care Coordinators and Housing Specialist to ensure effective client involvement, goal achievement and asset development with program clientele.
- **Supervision:** Reports to directly to the Chief Executive Officer and assist in compilation and reporting of all program outcomes.

#### **Other Duties:**

- Promotes a positive work atmosphere with effective leadership by setting the example and supporting staff.
- Utilizes effective marketing strategies to secure traffic and attendees.
- Travel and represent the Native American Development Center at local, regional, state, tribal and national events pertaining to consumer finance programming.
- Assist the CEO on all relevant grant reporting as requested.
- Assist in conferences hosted by Native American Development Center throughout the year and other conferences held by affiliated networks.
- Performs other duties and special projects as requested.

#### **Minimum Qualifications:**

- Applicant must have a minimum of an associate degree in business, finance, or



community development finance and at least two years of experience. Preference given to a bachelor's degree with equivalent or more years of experience.

**Minimum Skills:**

- Must have knowledge of personal finance and credit principles and concepts.
- Must have knowledge of workforce development concepts.
- Must provide be comfortable to providing adult and youth instruction within small or large group settings and via webinar.
- Must have experience working with Native Americans and Native communities.
- Must be proficient in Microsoft Excel, virtual meeting software, and technology.
- Must be able to effectively communicate.
- Must be able to pay attention to detail and have organizational skills.
- Must be a team player.

**Physical Demands:**

- Willingness to travel to Native communities within North Dakota.
- Willingness to travel out of state at least two times a year to attend conferences and trainings.

**Equal Employment Opportunity**

The North Dakota Native American Development Center does not discriminate on the basis of race, color, national origin, sex, genetics, religion, age or disability in employment or the provisions of services and complies with the provisions of the North Dakota Human Rights Act.

Applicants must be legally authorized to work in the United States.

Drug Free Workplace. No relocation available. Employment offers are contingent upon successful completion of a background check.

**TO APPLY:**

**To obtain NADC's employment application, go to website: [www.ndnativecenter.org](http://www.ndnativecenter.org)**

**Application Instructions:**

Fill out the employment application in its entirety and submit NADC employment application and resume to:

**By Email:** [HR@ndnadc.org](mailto:HR@ndnadc.org)

**In-Person:** Front desk at Native American Development Center location: 2403 East Thayer Avenue Bismarck, ND 58501

**By Mail:** Native American Development Center  
Attn: HR Office  
2403 East Thayer Avenue Bismarck, ND 58501

**Application materials must be received at the Native American Development Center by 11:59 p.m. (CST) on the November 19, 2024.**

**All applicants must submit:** NADC employment application, cover letter, resume, three references listed (two work related references and one personal reference (excluding relatives)),



required documentation (highest academic degree obtained and underwriting experience), and other supporting document (copy of tribal enrollment, certifications, etc.). Application materials must be the Human Resources office at [HR@ndnadc.org](mailto:HR@ndnadc.org) of the Native American Development Center. Employment applications may be obtained from our website: [www.ndnativecenter.org](http://www.ndnativecenter.org) or request via email to [HR@ndnadc.org](mailto:HR@ndnadc.org).

## **QUESTIONS**

You may contact us by email at [HR@ndnadc.org](mailto:HR@ndnadc.org) for more information or accommodation and assistance in the application process.

This job description sole purpose is to define the general nature and level of work being performed by the person hired for this position and are not intended to be an exhaustive list of all duties, responsibilities, and skills required. All NADC staff are employees at will; therefore, NADC and each staff member are free to terminate that employment at any time and at either party's discretion, with or without cause. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.