

RELATIONSHIP MANAGER

Relationship Managers facilitate strong communication between Minority Business Clients and Subject Matter Experts providing hands-on support. The Relationship Manager is primarily a listener, connector, and liaison. In this role, you will understand the heart and soul of the Minority Business Client's (MBC's) business as you build and preserve trusting relationships with the MBC. Your role is to ask insightful questions, listen intently, and establish trust and rapport with the MBC. Once you understand the business needs, you will connect with the greater Volunteer Group to identify Subject Matter Experts (SMEs) who can provide business owners with tactical (and strategic) services. You will continue to be the liaison between the MBC, Partner Group, and the Volunteer Group for the duration of the Cohort Commitment.

To be successful in this role you need have a "listen-first" mindset, establishing trust and rapport with the business owners. As you continue to listen and learn, you'll leverage your skills and experience to make a positive change in the business. This position requires an initial 3-month commitment, with weekly meetings, phone calls, and interactions totaling approximately 1 to 2 hours.

Responsibilities

- Conduct intake session with the MBC and identify skills needed to accomplish the MBC's objectives.
- Communicate the business needs to the volunteer group and request SME volunteers.
- Collaborate with the MBC to prioritize business needs.
- Select appropriate SMEs for specific business project needs.
- Connect weekly with the business owner to verify their needs are being addressed. Some of these meetings may include SMEs.
- Work with other Relationship Managers to identify group training opportunities that will benefit all MBCs.
- Maintain consistent communication with the Volunteer Group, Partner Groups, MBCs and SMEs.
- Document each meeting to improve the transitions of future Relationship Managers.
- Advocate for the MBC and make meaningful connections whenever possible.

Functional Expertise

- Strong business acumen, understanding various business functions to identify opportunities for improvement and align SMEs
- Consultant mindset to partner with MBC to help them create their success
- Curiosity with solid communication and listening skills
- Trusted advisor and skilled mentor in helping others accomplish their goals
- Humble and open to learning
- Knowledgeable and passionate about the MBC industry preferred, not required
- Willingness to challenge personal assumptions and racial perceptions

Job Description

Executional Skills

- Zoom conferencing / virtual meeting
- Written communication, written summaries to Minority Business Growth Alliance
- Strong interpersonal skills and the ability to build and maintain relationships
- Strategic thinking, analyze and solve problems quickly
- Responsiveness to MBC's business needs

This role is critical to the success of the Minority Business Growth Alliance's (MBGA) ability to provide the impact that allows and encourages minority-owned businesses to grow and thrive. Are you ready to engage as an MBGA Relationship Manager? Let's get started!