

Managing Director, Baybrook Revitalization Fund

Location: Baltimore, MD 21225

Employment Type: Full-Time

Compensation: \$85,000 - \$90,000, commensurate with experience

Reports To: CEO

About Greater Baybrook Alliance and Baybrook Revitalization Fund

Greater Baybrook Alliance (GBA) is a community development organization with a mission to act as catalyst and conduit for equitable development and reinvestment in the Brooklyn, Brooklyn Park, and Curtis Bay neighborhoods, and empower our residents to strengthen the Baybrook community. GBA works with residents, businesses, and community partners to strengthen neighborhoods and expand economic opportunity.

Baybrook Revitalization Fund (BRF) is GBA's nonprofit revolving loan fund, providing small business financing and technical assistance to underserved entrepreneurs. The **Baybrook Marketplace**, a BRF initiative, will offer local entrepreneurs, artisans, and small-scale manufacturers opportunities to sell products, test ideas, connect with customers, and grow their businesses.

Position Overview

The Baybrook Revitalization Fund Managing Director will lead BRF's lending, technical assistance, and Marketplace operations. This hands-on leadership role combines program development, relationship management, operational systems, financial oversight, and direct engagement with entrepreneurs and customers.

The Managing Director will oversee the Marketplace's daily operations, vendor relationships, sales performance, and part-time sales clerks while building BRF's small business lending pipeline, coordinating loan applications and borrower support, monitoring portfolio performance, and ensuring effective documentation and compliance.

The ideal candidate is entrepreneurial, organized, relationship-driven, and skilled at building systems that turn emerging programs into effective, sustainable operations.

Key Responsibilities

1. Launch the Baybrook Marketplace Program

- Lead daily Marketplace operations, including customer service, merchandising, inventory, sales, vendor communications, and store maintenance.
- Recruit, onboard, and support vendors, establishing clear participation expectations and procedures.
- Supervise part-time sales clerks, including scheduling, training, delegation, and performance management.
- Develop systems to track vendor participation, inventory, sales, revenue, customer traffic, and product performance.
- Implement point-of-sale systems, deposits, sales reconciliation, and financial reporting in coordination with BRF's COO.
- Coordinate merchandising, marketing, special events, promotions, and community partnerships to increase customer traffic and sales.
- Create an attractive, welcoming, and well-organized shopping environment.
- Help vendors use sales data and customer feedback to strengthen pricing, product selection, inventory, and business operations.
- Monitor Marketplace performance and implement improvements that strengthen customer experience, vendor success, and financial sustainability.
- Ensure the Marketplace operates in an organized, welcoming, professional, and community-centered manner.

2. Build Program Systems and Operations

- Develop and maintain standard operating procedures, workflows, checklists, tracking tools, and documentation standards for lending, technical assistance, and Marketplace programs.
- Establish systems for client intake, vendor onboarding, referrals, loan application tracking, borrower follow-up, inventory, sales, and reporting.
- Integrate program operations with BRF and GBA financial management, accounting, budgeting, and compliance systems.
- Identify operational gaps and implement improvements that strengthen internal controls, efficiency, accountability, and client service.
- Develop scalable processes that support program growth while maintaining accurate records and consistent service delivery.

3. Strengthen Entrepreneurship

- Act as the primary point of contact and manage relationships with Marketplace vendors.
- Identify business development needs and connect Marketplace vendors and other local entrepreneurs with BRF lending, technical assistance, financial education, and professional services.
- Develop workshops and public-facing programs that help entrepreneurs strengthen business practices, financial management, and readiness for financing.
- Create clear pathways that help entrepreneurs move from product testing and sales toward stronger, more sustainable businesses.

4. Coordinate Loan Applications and Borrower Support

- Maintain a pipeline of prospective borrowers and track referrals, outreach, client needs, and follow-up.
- Help entrepreneurs prepare for financing by stewarding loan applications through intake to loan committee
 - Help prospective borrowers strengthen business plans, budgeting, cash-flow management, bookkeeping, and financial documentation.
 - Explain loan products, eligibility requirements, and application procedures; collect required information and process complete application packages efficiently.
 - Provide relevant business information and context to BRF's external underwriter and coordinate follow-up on outstanding documentation.
 - Support the loan committee by organizing application materials, coordinating meetings, documenting decisions, and tracking follow-up.
- Monitor high-risk or delinquent loans, conduct regular borrower check-ins, connect borrowers to support, and escalate emerging concerns.

Credit underwriting is conducted by BRF's designated external underwriter. Final lending decisions remain with the authorized loan committee or other designated decision-maker.

5. Manage Budgets, Compliance, and Reporting

- Monitor program budgets, Marketplace revenue and expenses, lending activity, repayments, available capital, and portfolio performance with BRF and GBA finance staff.
- Support responsible portfolio management by tracking concentration, repayment performance, and available lending capital.
- Ensure marketing, event, technical assistance, and other expenses are allowable under approved budgets and applicable funder restrictions.
- Maintain complete loan files, vendor records, financial documentation, and program records.
- Work with administrative and finance staff to ensure reporting is accurate, complete, and submitted on time.
- Monitor compliance with lending guidelines, fund restrictions, internal controls, and applicable requirements.
- Develop program ideas, budgets, and impact narratives for grant proposals and funding reports.
- Track outcomes across lending, technical assistance, and the Marketplace to inform program improvements and demonstrate impact.

Qualifications

Required

- At least five years of relevant experience in small business development, entrepreneurship support, lending operations, retail management, community economic development, or a related field.
- Demonstrated ability to build systems, document procedures, manage projects, and improve operational workflows.
- Strong organizational, communication, analytical, and relationship-building skills.
- Experience working with entrepreneurs, clients, vendors, customers, or community partners.
- Ability to manage budgets, maintain accurate records, and coordinate multiple priorities.
- Experience supervising staff or coordinating teams.
- Proficiency with spreadsheets, office software, and relevant tracking or point-of-sale systems.
- Commitment to equitable economic development and expanding opportunities for underserved businesses and communities.

Preferred

- Familiarity with business financial records, budgeting, cash flow, and technical assistance.
- Experience managing a retail store, marketplace, vendor program, or small business incubator.
- Experience with grant reporting, compliance, and standard operating procedures.
- Knowledge of Baltimore City and Anne Arundel County small business communities.
- Spanish-language proficiency or experience serving multilingual communities.

Why Join BRF?

This is an opportunity to build a community-based platform that connects entrepreneurs with financing, business support, and local retail opportunities. The Managing Director will help strengthen neighborhood businesses and create sustainable programs that contribute to Baybrook's economic vitality.

Application

Submit a résumé and brief cover letter describing relevant experience in operations, small business development, lending program coordination, and/or retail management to Meredith Chaiken, CEO, at apply@greaterbaybrookalliance.org.