

**JOB TITLE:** Senior Business Advisor- Middle TN  
**DEPARTMENT:** Education  
**REPORTS TO:** Regional Director – Middle TN  
**FLSA STATUS:** Exempt  
**DATE PREPARED:** 05/08/2025



The Senior Business Advisor – Middle TN supports Pathway Lending’s goals, values, and philosophy by exhibiting the following behaviors: excellence, quality service, commitment, and accountability.

**POSITION SUMMARY:**

Working under the policy direction of Pathway Lending (Pathway) and under the general supervision of the Regional Director Middle Tennessee this position provides support in administrative areas. The Senior Business Advisor-Middle TN is primarily responsible for the education and counseling of Pathway’s clients in Middle Tennessee to promote the success of the businesses and to mitigate the risk of loan losses in this high-risk portfolio. The position is unique in that it combines lending with pre- and post-loan technical assistance under a single program.

**SUPERVISORY RESPONSIBILITIES:** N/A

**PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Leads client engagements and supervises resource teams independently with little oversight,
2. Identifies, develops, and maintains strategic relationships with community leaders, government agencies and nonprofits throughout Pathway’s middle tennessee and surrounding market. The relationships will serve as partners with Pathway in delivering Pathways programs within their communities. This would also include working with various grant funders.
3. Develops and promotes strategies that helps Pathway identify opportunities to provide educational, technical, and financial opportunities to underserved communities and individuals with the assistance of the appropriate community partners.
4. Provides hands-on business consulting (technical assistance) and educational services, including but not limited to; assessing strengths and weaknesses in clients’ business models, strategies, and practices; identifying operational deficiencies and developing practical strategies to mitigate such deficiencies to increase productivity and profitability.
5. Supports Pathway’s educational programs by providing one- on- one counseling to clients of the WBC and VBOC; develops and teaches classes; writes articles on various aspects of entrepreneurship; and represents the organization at various outreach events.
6. Facilitates borrower “support groups;” creates and maintains strategic partnerships and professional relationships with other business consultants and advisors (“resources”) and leverages those resources to provide additional support to clients.
7. Performs outreach to organizations and stakeholders to support Pathway’s education programs.
8. Establishes and maintains all client and milestone information in organizational systems such as Salesforce.
9. Other duties as assigned.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Ability to provide excellent customer service with clients, partners, stakeholders, and team members. Strong Microsoft Office skills including Adobe, and ability to navigate multiple computer systems, applications, and utilize search tools. Knowledge of small business and commercial loan documentation, strong analytical skills with attention to detail and accuracy, excellent written, communication and interpersonal skills, ability to interact with all levels of the organization, ability to meet or exceed business goals and objectives, while fostering a team atmosphere. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND EXPERIENCE:**

Bachelor’s Degree is required. A Master’s Degree in Accounting, C.P.A or M.B.A. is preferred. Six years of experience in job related activities, public accounting or small business consulting is preferred. Must have experience resolving and working through complex customer issues and the ability to perform in a fast paced, high demand environment while balancing multiple priorities.

**OTHER SKILLS:**

Ability to communicate in English, remain in a stationary position 75% of workday, move, ability to travel if required; and ability to adapt to a changing environment. Aligns with Pathway Lending’s mission of providing clients and stakeholders with the highest level of service to facilitate their success and the economic growth of our CDFI market.

**WORK ENVIRONMENT:**

Position is in an office setting that involves everyday risks or discomforts requiring normal safety precautions.  
Remote work options.

Southeast Community Capital, d/b/a Pathway Lending, is a member of LBMC Employment Partners, a professional services organization. The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills personnel so classified. Management reserves the right to change the job duties and responsibilities.