



## POSITION ANNOUNCEMENT

### PROGRAM MANAGER

The Women's Business Development Council (WBDC) is a non-profit organization dedicated to helping women achieve economic equity through Entrepreneurial Training, Financial Education and Access to Capital. For nearly 20 years, WBDC has helped thousands of entrepreneurs contribute to economic growth while supporting themselves, their families and their communities. This position provides an outstanding opportunity for the selected candidate to make their mark in an innovative sector of the micro-enterprise development industry at a reputable, growing non-profit. Our team consists of bright, energetic and talented people who have a passion for making a difference in the world. WBDC offers a competitive benefit package including health, dental, vision, retirement plan, life insurance, paid time off, holidays and more, in a supportive and flexible working environment.

WBDC seeks a highly motivated, creative, full time manager to develop, direct and facilitate cutting-edge programs in the realm of small business technical assistance, and financial education. We are looking for a highly detailed individual who has the ability to multi task and thrive in a fast-paced environment, and is comfortable with change and a culture of teamwork and growth. This proactive individual has strong interpersonal, networking and communication skills, and is capable of handling issues in an efficient and professional manner, both internally and externally, to achieve organization and client satisfaction. This position reports to the Director of Programs and Services and will work collaboratively with several departments and individuals, so being a team player is a must.

### RESPONSIBILITIES

- Manages the overall day to day operations and reporting requirements of comprehensive programs to women entrepreneurs and other clients at all stages of business development: pre-start-up and new enterprises, as well as emerging and developed enterprises in the Southwestern region of WBDC's delivery area. *The Program Manager will be fully trained in the Program Specialist role and will work alongside reporting employees to lead by example by following all required policies and procedures.* This close proximity means the Program Manager is readily available to assist and deliver programs and services.
- Ensures program quality, consistency and integrity, including of curricula, instructors and staff; develops a cohesive continuum of services with distinct program categories aligned to each level of business development to be reflected throughout all collateral materials; enhances existing offerings and develop new programs in conjunction with team and other staff to address changing client needs and economic conditions of small businesses; and works with team to develop and implement marketing and outreach plan to ensure program goals are met.
- Develops working knowledge of all micro enterprise and small business programs in Connecticut; develops and implements plan to gain new clients, especially established women-led businesses; serves as facilitator/instructor at programs; monitors client feedback and evaluations; participates in project meetings and reviews; attends annual

conferences, community meetings and events; promotes WBDC and entrepreneurship for women.

## **SKILLS, ABILITIES & KNOWLEDGE**

- Must possess an *Entrepreneurial Mindset*, experience in external affairs and community outreach; prior staff management experience; sensitive to the needs of a diverse client base; bilingual/biliterate in English and Spanish and experience in translation of English to Spanish business materials a plus.
- **Communication Skills and Written Content:** Comfort speaking in front of audiences; comfort in speaking with and effectively communicating to senior-level internal and external stakeholders; strong presentation skills including the ability to chair/facilitate meetings and host webinars; ability to effectively write concise program content, presentations, and case studies.
- **Computer Skills:** Proficiency with Microsoft Word, Excel, PowerPoint; Database software experience.
- **Strategic planning:** Ability to think strategically and creatively to help develop client and stakeholder engagement and enhance program implementation.
- **Project Management:** Innovative, self-starter with ability to initiate and implement multiple projects; follows logical approaches to completing work; brings a project from inception to successful completion, and follows up as appropriate; translates strategies into step-by-step plans for action; monitors work progress to completion; effectively prioritizes and chooses projects to support and advance coherent organizational mission; pays close attention to detail.

## **QUALIFICATIONS**

- Bachelor's degree required. MBA preferred (significant work/life experience may be considered in lieu of degrees);
- Minimum 5 years professional experience in fields of small business management, economic development, micro-enterprise, not-for-profit management or related field;
- Proven record of accomplishment and reputation for developing and maintaining strong relationships;
- Must have own transportation as this position requires travel between locations.

## **SALARY AND BENEFITS**

Salary range: \$40,000 – \$50,000 commensurate with experience. WBDC offers a comprehensive benefits package.

## **LOCATION**

This position is based in Stamford, CT with occasional travel expected.

## **TO APPLY**

Interested applicants should email resume, cover letter and salary requirements to [resumes@ctwbdc.org](mailto:resumes@ctwbdc.org). Please list WBDC PROGRAM MANAGER in the e-mail subject line. No phone inquiries.