



Program Specialist (Child Care Business Development)

Position Type: Full-Time, Non-Exempt

Posting Date: September 9, 2020

Closing Date: September 30, 2020

Description

Connecticut economic development organization seeks a full-time bilingual Program Specialist to support its establishment of entrepreneurial services for child care providers across the state. These services aim to directly contribute to the short and long-term viability of child care businesses in the state. This position plays a key role in supporting the delivery of impactful client services and will allow the selected candidate to make their mark at a reputable, growing organization.

About Us

For over 20 years, the Women's Business Development Council (WBDC) has been providing entrepreneurial training, financial education, and access to capital services to women entrepreneurs, helping them to succeed in business. Headquartered in Stamford with regional offices in New Haven and New London Counties, WBDC has assisted in the creation of over 1,800 businesses, supported the sustainability and expansion of 3,800 established businesses, and created more than 4,900 jobs.

WBDC offers a competitive benefit package including health, dental, vision, and life insurance, a retirement plan, paid time off, and holidays, in a supportive and flexible working environment.

What We Seek

WBDC is seeking a bilingual, goal-oriented self-starter with business acumen and experience working in Connecticut's child care industry. This role requires a candidate comfortable in client-facing work and back-end support, with excellent interpersonal skills, an acute attention to detail, and the ability to communicate effectively in English and Spanish. A capacity for facilitating and/or delivering presentations is a must. They thrive in a fast-paced environment and are comfortable with change and a culture of teamwork and growth. The ideal candidate will be able to exercise good judgment in a variety of situations, possess strong oral and written communication and organizational skills, and the ability to maintain a realistic balance among multiple priorities. They will be passionate about supporting child care business owners with achieving entrepreneurial success and economic self-reliance.

WBDC is currently operating and delivering services virtually. Once normal operations resume, this position will be based in WBDC's New Haven or Stamford office. Occasional travel to other offices and sites including Bridgeport, Hartford and New London will be required. This full-time 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 organization. The salary range is \$40,000 - \$45,000 and is commensurate with experience. Future opportunities for growth within the organization exist.

Duties and Responsibilities

The Program Specialist's core function is to coordinate the implementation of entrepreneurial and financial education programs and services (workshops, counseling, and events) for child care providers in English and Spanish. These programs and services will take place virtually and throughout Connecticut, particularly in Fairfield, New Haven, and New London Counties. This includes outreach, logistics, facilitation, and delivery of services. Specific responsibilities include --

Programming: Serve as a primary contact for prospective and existing child care business clients, responding to their inquiries and helping them register for programs and counseling. Keep abreast of new opportunities for child care businesses, and assist the Client Services Team with identifying client trends and program interest. Coordinate venues and schedule instructors. Prepare class materials, including translating materials into Spanish. Conduct assessment counseling and program facilitation.

Marketing: Update and maintain website program pages and advertise programs and services on partner sites. Develop flyers and email blasts to promote upcoming programs to community partners and clients. Collaborate with marketing team to ensure necessary social media.

Outreach: Conduct client outreach, follow-up and surveys to promote long-term engagement and monitor business progress. Communicate with local community organizations to cultivate and maintain relationships for collaboration and referrals. Represent WBDC at partner events.

Compliance: Support the Client Services Team with the collection, monitoring and tracking of all WBDC client information, engagement and outcomes, and safeguarding of all client data. Assist with database input of prospective and existing clients, community partners and volunteers.

Administration: Support the Child Care Program Manager with projects and tasks, including conducting research, preparing presentation decks, and developing resource materials. Manage child care provider grant application process, and ensure timely communications. Seek and implement process improvements to achieve efficiencies. Other duties as assigned.

Qualifications

- Undergraduate degree required; early childhood, finance, management, business administration or entrepreneurship preferred
- Minimum of 3 years professional experience in child care, small business, micro-enterprise, community development and/or economic development
- A strong understanding of Connecticut's child care industry a plus
- Experience in public speaking preferred
- Excellent organizational, communication, problem-solving, and decision-making skills
- Proficient in written and spoken English and Spanish; comfortable translating basic business communications and documents
- Dedicated and detail-oriented, with ability to execute multiple projects and respond to new opportunities quickly
- Proficiency with Microsoft Outlook, Word, Excel, and PowerPoint
- Technology savvy; experience and comfort with Microsoft 365, Microsoft Teams, project management software, and Zoom videoconferencing a plus
- Outgoing and customer-service oriented; sensitive to the needs of a diverse client base; experience in sales and/or community outreach a plus
- Availability to work occasional evenings/weekends as needed
- Must have own transportation as this position will require travel between locations

How We Operate

We are a small team of over 25 talented individuals who collectively deliver outstanding results through a high level of passion and commitment.

Please apply if you:

- Possess an *Entrepreneurial Mindset* – creative, motivated, enthusiastic, and energetic
- Seek to inspire and empower those around you, whether they are clients or colleagues
- Prosper in a culture of teamwork and growth, and value collaboration

- Are highly detailed, and can see the big picture while working in the day-to-day
- Can multi-task, and jump between projects
- Demonstrate a sense of urgency in setting and meeting deadlines
- Thrive in a fast-paced environment, and are comfortable with change
- Are excited by the prospect of working on a project from start to finish
- Take initiative, and are willing to go above and beyond to achieve results for yourself, your clients, and your team

How to Apply

Interested candidates that are intimately familiar with this job posting and excited by this opportunity should email their cover letter, resume, and salary requirements to resumes@ctwbdc.org. Please list WBDC PROGRAM SPECIALIST (Child Care) in the e-mail subject line. No phone inquiries.

Disclaimer

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

WBDC, Inc. Equal Employment Opportunity Statement

WBDC is committed to creating a diverse environment and is proud to be an equal opportunity employer. We welcome qualified applicants to receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.