



Child Care Business Program Manager

OVERVIEW

The Women's Business Development Council (WBDC) is seeking a passionate and driven Program Manager to manage its Child Care Business Support Program. The Program Manager will be responsible for managing and delivering WBDC's programs and services across Connecticut to child care providers at all stages of business development: pre-start-up and new enterprises, as well as developed enterprises.

The position requires an innovative, self-starter with creative and analytical skills, and a highly detailed individual who can prioritize, and motivate and manage others. This ideal candidate will have business acumen and experience working in Connecticut's child care industry, and a passion for supporting child care businesses to achieve entrepreneurial success and economic self-reliance. This individual must be a strong communicator with the ability to work with a multicultural population. They must have proven skills in project management, with the ability to initiate, refine, and implement multiple projects to reach goals and move the child care business program forward.

Reporting to the Child Care Business Program Director, this full-time role provides an exciting opportunity to join a dynamic team at an established, growing nonprofit organization that sits at the forefront of business development for women and child care providers in Connecticut.

WBDC is currently operating and delivering services virtually. Once normal operations resume (anticipated by Spring 2022), this position will be based in WBDC's New Haven office. Occasional travel to other offices and sites including Stamford, New London, Bridgeport, Waterbury, and Hartford will be required. WBDC requires all employees to provide proof of full COVID-19 vaccination. Qualified individuals seeking an exemption from this vaccination requirement may apply for a medical or religious exemption. The salary range is \$55,000 - \$65,000 plus benefits and is commensurate with experience.

DUTIES AND RESPONSIBILITIES

The Program Manager is responsible for implementing, managing, and delivering WBDC's educational programs and services to existing and aspiring child care providers throughout the state, including outreach, facilitation, delivery, and achieving program goals and compliance.

Management: Manage Child Care Business Program team members, including the Program Coordinator and Business Advisor(s). Support WBDC's commitment to diversity and inclusion through all programs, activities, and management decisions.

Client Services: Drive and manage the child care business education offerings, including the development and implementation of workshops, courses, and advising services. Support the design and update of curriculum and resources to be innovative and relevant. Serve as an instructor and business advisor in area(s) of expertise and facilitate key programs. Work with the team to ensure program quality, consistency, and integrity, including curricula. Review evaluation and survey results to determine trends, refine offerings, and more effectively support clients.

Outreach: Conduct outreach and cultivate and maintain relationships with business and early childhood community partners for collaboration, referrals, and train the trainer opportunities. Represent WBDC at partner meetings and events and serve on committees/workgroups.

Volunteer Management: Recruit, vet, manage and continue to engage volunteer instructors and advisor. Lead and engage WBDC's Child Care Business Advisory Council Program Committee.

Compliance: Monitor contract requirements for compliance; implement plans to meet deliverables; and generate program outcomes and report progress. Assist in producing reports to the Connecticut Office of Early Childhood (OEC) and other stakeholders.

QUALIFICATIONS

- Minimum of 8 years professional experience, with proven results in program and project management, community building, and customer service
- Professional experience in child care, community development, and small business, with a strong understanding of Connecticut's child care industry
- MBA or undergraduate degree in early childhood, business or entrepreneurship preferred, or an equivalent combination of education and experience
- Spanish-language skills or bilingual fluency strongly preferred
- Adept at public speaking; experience in training and development a plus
- Sales and customer-service orientation with proven skills in client outreach and engagement; sensitive to the needs of a diverse client base
- Experience in external affairs and community outreach; innate relationship-builder a plus
- Experience managing people
- Excellent organizational, communication, and decision-making skills
- Proficiency with Microsoft Word, Excel, PowerPoint, and Outlook
- Availability to work occasional evenings/weekends as needed, with own transportation

ABOUT US

Headquartered in Stamford with regional offices in New Haven and New London, the Women's Business Development Council (WBDC) is the statewide leader of entrepreneurial education for women. For 25 years, we have provided women with the skills, resources, and networks to succeed in business. WBDC has supported economic development by assisting in the creation, sustainability, or expansion of more than 6,500 businesses and 8,750 jobs, and helping businesses to access more than \$24,000,000 in loans and grants.

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.

HOW WE OPERATE

We are a 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
- Take initiative, and demonstrate a sense of urgency in setting and meeting deadlines
- Are passionate about supporting child care providers and women entrepreneurs

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. List WBDC CHILD CARE PROGRAM MANAGER 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.