



Women's Business Development Council

IT & Operations Coordinator

Overview

The Women's Business Development Council (WBDC) is seeking a tech-savvy, entrepreneurial, and customer-service oriented leader to serve as its full-time Operations Coordinator.

Reporting to the Chief Financial Officer (CFO), this multi-faceted role straddles operations, IT, human resources, staff training, and client services. The overarching goals of this position are to a) manage all WBDC's office facilities to ensure smooth operations and space for staff and client services; b) support the hiring and onboarding of candidates to strengthen WBDC's workforce; c) ensure the effective implementation and usage of technologies by WBDC team to achieve workflow efficiencies and high customer service; and d) oversee the delivery of quality technology and technology education to small business owners, supporting their ability to achieve business growth. The ideal candidate will be willing to take a hands-on approach on a variety of projects and is excited for the opportunity to be a project manager. This dynamic role provides a unique opportunity to support the growth of a rapidly expanding non-profit that is at the forefront of business development services for women in Connecticut.

WBDC is currently operating on a hybrid work model, and when in office, this position is based in WBDC's Stamford or New Haven offices. Travel to our offices and other locations across Connecticut 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 \$50,000 - \$55,000 plus benefits and is commensurate with experience.

Duties and Responsibilities

- **Ongoing Facilities/Office Management:** Serve as the landlord point of contact; Work with Program Managers to ensure each office has the supplies, technology, and resources it needs; Manage office supplies and the maintenance of office equipment
- **Setup New Office(s):** As WBDC plans to expand to Waterbury and other sites, lead the setup of office space including facilities evaluation, IT configuration, office furniture, etc. Work with regional Program Manager and Senior Management Team to ensure project is completed within budget
- **Assist in Recruiting:** Support the recruitment of new candidates to grow WBDC's team by posting roles to job boards and scheduling interviews
- **Manage IT contractor:** Oversee contract to ensure effective management of WBDC's IT infrastructure and cybersecurity; Review and approve invoices; Keep IT inventory list updated and procure equipment and software as needed; Serve as tech liaison with staff
- **Lead IT strategy:** Develop strategy in conjunction with IT contractor to ensure continued availability of technology and safety of organization's IT infrastructure; Analyze business requirements by communicating with key stakeholders across the organization to develop solutions for IT needs

- **Train staff in technologies:** Serve as an in-house technical resource for WBDC team members, especially for Microsoft SharePoint, OneDrive, Zoom, and other day-to-day software; Provide tech onboarding
- **Serve as technical project manager:** Serve as the technical lead for all new software platforms across the organization, including website and grant management software; Lead the adoption of software to enhance workflow efficiencies, including project management tools
- **Assist in the sourcing & delivery of technology for clients:** Support Client Services Team with implementation of child care technology grants, by managing vendor to ensure effective sourcing and deployment of technology to clients
- **Provide technological instruction to clients:** Instruct and advise clients on the basics of using core technologies including Microsoft Office, Zoom, computers, internet, and email. Answer client technological inquiries and provide basic support as needed
- Perform other duties as required

Qualifications

- Minimum of 3 years of professional experience in project management and/or operations
- Experience as a technical assistant with a proven ability to navigate hardware and software with a foundational knowledge of a variety of IT systems, databases, and applications
- Experience as an IT Coordinator; previous experience in help desk support is a plus
- Website management/administrator experience
- Supervisory experience preferred; experience managing vendor contracts a plus
- Experience training staff/consultants in technology preferred
- Exceptional attention to detail and organizational skills, and strong communication, interpersonal, problem-solving, and decision-making skills
- Proficiency with Microsoft 365, including Office 2019, OneDrive, Share Point & Teams; proficiency with video-conferencing technologies including Zoom
- Passion for improving systems to achieve organizational goals and efficiencies
- Bachelor's Degree in computer science or information technology preferred
- Availability to work occasional evenings/weekends as needed
- Must have own transportation as this position requires travel between locations

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. WBDC's mission is to support economic prosperity for women and strengthen communities through entrepreneurial and financial education services that create and grow sustainable jobs and businesses across Connecticut. WBDC educates, motivates and empowers women to achieve economic independence and self-sufficiency. Since 1997, WBDC has educated and trained more than 16,670 clients in all of Connecticut's 169 towns—helping women to launch, sustain and scale over 12,500 businesses, create and maintain over 25,880 jobs in Connecticut, and access more than \$28.7 million in capital. Visit ctwbdc.org for more information.

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

How We Operate

We are a team of 30 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
- Are highly detailed and demonstrate a strong sense of urgency in setting and meeting deadlines
- Can multi-task, and jump between projects
- Thrive in a fast-paced environment, and are comfortable with change
- Take initiative, and are willing to go above and beyond to achieve results
- Can work independently, and see the big picture while working in the day-to-day
- Prosper in a culture of teamwork and growth, and value collaboration

How to Apply

Interested candidates that are familiar with this job posting and excited by this opportunity should email their cover letter, and resume to resumes@ctwbdc.org. Please list WBDC OPERATIONS COORDINATOR 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.