



Waterbury Outreach Coordinator

Overview

The Women's Business Development Council (WBDC) is seeking a driven and passionate Waterbury Outreach Coordinator to support us reaching more businesses and individuals wanting to start a business in the City.

This position reports to the Opportunity Fund Program Manager and is responsible for expanding WBDC's reach in the City of Waterbury.

WBDC is currently operating in a hybrid model. This position will be based in WBDC's Waterbury office. Travel around the city and 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 for the role is \$40,000 to \$45,000 plus benefits.

Duties and Responsibilities

- **Extend WBDC's reach into the City of Waterbury.** Recruit clients to access WBDC's programs and services
- **Programming:** Serve as a primary contact for prospective and existing clients in Waterbury, responding to their inquiries and helping them sign-up for programs and counseling. Assist the Client Services Team with identifying client trends and program interest. Conduct assessment counseling and program facilitation.
- **Marketing:** Advertise programs on WBDC website and partner sites. Develop flyers and email blasts to promote upcoming programs to community partners and clients in Waterbury. Collaborate with marketing team to ensure necessary social media.
- **Outreach:** Conduct client outreach in Waterbury, follow-up and surveys to promote long-term engagement and monitor business progress. Communicate with local community organizations to nurture relationships for collaboration and referrals. Represent WBDC at community 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 in Waterbury. Guide clients through the process of registering on WBDC's eCenter.
- **Operations:** Answer general phone and email inquiries and provide office coverage for the Waterbury office. Manage the procurement of office supplies and maintain vendor contracts. Manage WBDC's organizational and programmatic calendars and assist with meeting and event logistics.
- Attend staff meetings and participate in organization-wide planning activities
- Special projects as needed
- Perform other duties as required

Qualifications

- Minimum 3 years professional experience, in program and project management, and customer service

- Undergraduate degree in business or related field, or an equivalent combination of education and experience in lieu of a degree
- Experience working with small businesses
- Strong knowledge of Waterbury small business community
- Possess an entrepreneurial mindset - creative, motivated, enthusiastic, and energetic
- Strong project and process management skills
- Strong interpersonal skills, and ability to build trusted relationships with individuals and organizations
- Excellent oral and written communication skills
- Excellent attention to detail and strong organizational skills
- Commitment to results; “can-do” mindset
- Outstanding problem-solving ability
- Fluency in English and Spanish a plus
- A natural curiosity and a “big picture” mentality; passion for the organization’s mission
- Proficiency with Microsoft Excel, Outlook, PowerPoint, and Word
- 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 should email their cover letter, and resume to resumes@ctwbdc.org. Please list WBDC WATERBURY OUTREACH 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.