



## Small Business Program Manager, Spanish-language Programs

### **Overview**

The Women's Business Development Council (WBDC) is seeking a driven and passionate Spanish-language Program Manager to build relationships with and support Spanish-speaking small business clients across Connecticut. The Program Manager will be responsible for promoting, managing and facilitating WBDC's Spanish-language programs and services across the state to women entrepreneurs and other clients at all stages of business development: pre-start-up and new enterprises, as well as developed enterprises.

The ideal candidate will be an innovative, self-starter with creative and analytical skills, and a highly detailed individual who can prioritize, motivate and manage others. This individual thrives in a dynamic environment and is comfortable with change and a culture of teamwork and growth, within our organization and beyond. They must be a strong communicator, fluent in English and Spanish, with proven skills in project management, and the ability to initiate, refine, and implement multiple projects.

Reporting to the Director of Programs, 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 in Connecticut.

WBDC is currently operating in a hybrid model. This position will be based in one of WBDC's offices (Stamford, New London, New Haven or Waterbury) and will support our work across the state. Travel to all our offices, as well as other locations across Connecticut will be required on a regular basis. 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 \$55,000 to \$65,000 plus benefits.

### **Duties and Responsibilities**

The Program Manager is responsible for delivering, managing, and implementing WBDC's Spanish-language programs and services across Connecticut, including outreach, facilitation, delivery, and achieving program goals and compliance.

- Conduct outreach and develop relationships with community partners (both established and new), working to engage more Hispanic women in the work of WBDC, and attend community meetings and events
- Collaborate with the Marketing team to attract more Spanish-speaking clients to WBDC
- Team to develop and manage the suite of Spanish-language business offerings
- Serve as a facilitator for the delivery of programs; provide entrepreneurial/small business support
- Work with the regional Program Managers and teams to develop a cohesive continuum of services for entrepreneurs at each level of business
- Work with the team to ensure program quality, consistency and integrity across curricula, instructors, and staff

- Monitor grant requirements for compliance; implement plans to meet deliverables; and generate program outcomes and report progress
- Manage team members
- Support WBDC's commitment to diversity and inclusion through all programs, activities, and management decisions
- Recruit, vet, manage and continue to engage volunteer instructors and advisors
- Other duties as assigned
- Special projects as needed

## Qualifications

- Oral and written Spanish- and English-language fluency, and understanding of Latino/a & Hispanic culture
- Minimum 8 years professional experience, with proven results in program and project management, community building and customer service
- MBA or undergraduate degree in accounting, finance, management, economics, business administration or entrepreneurship preferred, or an equivalent combination of education and experience
- Experience in the entrepreneurial ecosystem, (e.g., small business, banking, and/or economic development) and training and development
- Sales and customer-service orientation with proven skills in client outreach and engagement, ability to build trusted relationships, and sensitivity to the needs of a diverse client base
- Strong interpersonal skills with experience in external affairs and community outreach
- Proven stakeholder management skills
- Experience managing people
- Excellent organizational, communication, and decision-making skills
- Proficiency with Microsoft Word, Excel, PowerPoint, and Outlook
- Experience with WizeHive, or similar grants management software, a plus
- Commitment to results; "can-do" mindset; outstanding problem-solving ability
- Passion for supporting women entrepreneurs and small business owners
- Availability to work occasional evenings and/or weekends as needed
- Must have own transportation as this position requires travel between WBDC locations and to outreach locations

## About Us

Headquartered in Stamford with regional offices in New Haven, New London, and Waterbury, 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](http://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](mailto:resumes@ctwbdc.org). Please list WBDC SPANISH LANGUAGE 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.