

Program Manager, East Region

Overview

The Women's Business Development Council (WBDC) is seeking a passionate and driven Program Manager based in its New London, Connecticut office. The Program Manager will be responsible for managing and delivering WBDC's programs and services throughout Eastern Connecticut 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, and 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 with proven skills in project management, with the ability to initiate, refine, and implement multiple projects.

Reporting to the Senior Vice President of Programs and People, 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, with staff expected to be in the office 3 days/week. This position will be based in WBDC's New London office and will support our work across the state. Travel to our offices in Stamford, New Haven or Waterbury, 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, commensurate with experience.

Duties and Responsibilities

The Program Manager is responsible for delivering, managing, and implementing WBDC's programs and services throughout New London, Middlesex, Tolland and Windham counties, including outreach, facilitation, delivery, and achieving program goals and compliance.

- Manage the East regional training agenda and programs
- Serve as a facilitator; provide entrepreneurial/small business advising and instruction
- Work with the other 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 including curricula, instructors, and staff
- Conduct outreach and develop relationships with community partners in the East region (both established and new), working to engage more women of color in the work of WBDC, and attend community meetings and events
- Work with team to support execution of WBDC's Opportunity Fund grant programs, including the Equity Match Grant and Launch Pad Grant Programs. Run the grant program with the City of New London
- Manage the co-working space in WBDC's New London office
- Monitor grant requirements for compliance; implement plans to meet deliverables; and generate program outcomes and report progress
- Manage and engage with WBDC's East Regional Advisory Council
- 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 counselors
- Other duties as assigned

Qualifications

- 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; sensitive to the needs of a diverse client base
- Strong interpersonal skills, and ability to build trusted relationships with individuals and organizations
- Experience in external affairs and community outreach
- Experience managing people
- Excellent oral and written communication skills
- Excellent attention to detail and strong organizational skills
- Fluency in English required, Spanish a plus
- Proficiency with Microsoft Word, Excel, PowerPoint, and Outlook
- Availability to work occasional evenings and/or 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
- Seek to inspire and empower those around you, whether they are clients or colleagues
- Thrive in a fast-paced environment, and are comfortable with change
- Take initiative, and are willing to go above and beyond to achieve results
- Are highly detailed, and demonstrate a sense of urgency in setting and meeting deadlines
- 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
- Are passionate about supporting women entrepreneurs and small business owners

How to Apply

Interested candidates should email their cover letter, and resume to resumes@ctwbdc.org. Please list

WBDC EAST 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.