



## Child Care Program Coordinator (Bilingual)

### **Overview**

The Women's Business Development Council (WBDC) is seeking a full-time Spanish-English bilingual Child Care Program Coordinator to support its delivery of entrepreneurial services for child care providers across Connecticut. These services directly contribute to the short and long-term viability of child care businesses in the state.

The ideal candidate is a goal-oriented self-starter with strong customer service and organizational skills, and business acumen. This role requires a candidate comfortable in client-facing work and back-end support, with excellent interpersonal skills, an acute attention to detail, the ability to communicate effectively in English and Spanish, and the ability to work with multicultural populations. A capacity for facilitating and/or delivering presentations is a must. They thrive in a fast-paced environment and are comfortable with a culture of teamwork and growth. They will be passionate about supporting child care business owners with achieving entrepreneurial success and economic self-reliance.

Reporting to the Child Care Business Program Manager, this full-time position plays a key role in supporting the delivery of impactful client services and will allow the selected candidate to make their mark at a reputable, growing organization.

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 or New Haven office, and will support our work across Connecticut. Travel to other offices, including Stamford and Waterbury, as well as other locations across Connecticut, will be required on a regular basis. The salary range is \$45,000 - \$50,000 and is commensurate with experience. Future opportunities for growth within the organization exist.

### **Duties and Responsibilities**

The Child Care Program Coordinator's core function is to coordinate the implementation of entrepreneurial and financial education programs and services for child care providers in English and Spanish, as part of WBDC's Programs Team. These services take place virtually and throughout Connecticut. This includes outreach, intake, logistics, facilitation, and delivery of services. Specific responsibilities include:

**Programming:** Serve as a primary contact for prospective and existing child care business clients, responding to their inquiries by phone and email, helping them register for classes and business advising. Coordinate venues and schedule instructors. Prepare/review class materials, including translating materials into Spanish. Conduct assessment advising and class facilitation. Collaborate with Programs Team on Spanish-language programming for all small business clients across the state.

**Marketing:** Update and maintain website program pages and advertise programs and services on partner sites. Develop email blasts and social media to promote upcoming programs to community partners and clients, in collaboration with the marketing team.

**Outreach:** Assist with client outreach, follow-up and surveys to promote long-term engagement and monitor business progress. Support the Child Care Opportunity Fund Coordinator with grant communications as needed. Communicate with local community organizations to cultivate and maintain relationships for collaboration and referrals. Represent WBDC at 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.

**Administration:** Support the Child Care Business Program Manager with projects and tasks, including conducting research, preparing presentation decks, and developing resource materials.

### **Qualifications**

- Minimum of 3 years' work experience in small business, community development, customer service, sales, or early childhood field
- Two-or four- year degree in business or entrepreneurship, or an equivalent combination of education and experience in lieu of a degree
- Proficient in written and spoken English and Spanish
- Ability to work in a fast-paced environment with multiple demands
- Excellent organizational, communication, and problem-solving skills
- Outgoing and customer-service oriented; sensitive to the needs of a diverse, multicultural client base; experience in sales and/or community outreach a plus
- An understanding of Connecticut's child care industry a plus
- Experience in public speaking a plus
- Proficiency with Microsoft Outlook, Word, Excel, and PowerPoint
- Availability to work 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](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 over 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
- 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 helping women entrepreneurs and child care businesses

**How to Apply**

Interested candidates that are intimately familiar with this job posting and excited by this opportunity should email their cover letter and resume to [resumes@ctwbdc.org](mailto:resumes@ctwbdc.org). Please list WBDC CHILD CARE PROGRAM 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.