

Program Specialist

OVERVIEW

The Program Specialist plays an important role in a highly dynamic non-profit organization support women entrepreneurs in Connecticut. This individual will serve as the primary point of contact for clients and is responsible for supporting and coordinating the delivery of client services. They will also be responsible for assisting with operations to ensure effective logistical support. This multi-faceted position touches many parts of the organization and allows the individual to serve in front- and back-end roles to provide quality service and programming. It provides an outstanding opportunity to support women entrepreneurs in the state of Connecticut at a rapidly growing non-profit.

The Program Specialist must be client-focused and capable of effectively and efficiently addressing clients' needs. This individual is a motivated self-starter with a positive attitude and excellent interpersonal skills. They thrive in a fast-paced environment and are comfortable with change and a culture of teamwork and growth. This person exercises good judgment in a variety of situations, possesses strong verbal and written communication and organizational skills, and can maintain a realistic balance among multiple priorities.

This position is full-time, and reports to the Chief Operating Officer. WBDC is currently operating in a hybrid model, with staff expected to be in the office 2-3 days/week. This position will be based in WBDC's Stamford, New Haven or New London office and will support our work across the state. Travel to our offices in Stamford, New Haven, New London and Waterbury, as well as other locations across Connecticut will be required on a regular basis. The salary range for the role is \$40,000 to \$45,000 plus benefits.

DUTIES & RESPONSIBILITIES

The Program Specialist's core function is to coordinate the implementation of programs and services (classes, advising, and events) virtually and throughout Connecticut, particularly in New London, New Haven, and Fairfield Counties. Specific responsibilities include the following and may include additional duties as assigned.

Programming: Serve as a primary contact for prospective and existing clients, responding to their inquiries by phone and email, and helping them sign-up for programs and business advising. Assist the Client Services Team with identifying client trends and program interest. Conduct assessment counseling and program facilitation. Support projects of the Client Services Team.

Data support: 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. Guide clients through the process of registering on WBDC's eCenter.

Operations: Answer general phone and email inquiries and provide office coverage at WBDC sites. Manage WBDC's organizational and programmatic calendars and assist with meeting and event logistics.

QUALIFICATIONS

- Minimum of 3 years professional experience in the fields of administration, customer service, small business development, economic development, micro-enterprise, and/or not-for-profit management, with proven experience in delivering high quality customer service
- Undergraduate degree in business or related field
- Excellent organizational, problem-solving, and decision-making skills
- Excellent oral and written communication skills
- Strong interpersonal skills, and ability to build trusted relationships
- Sales and customer-service oriented with recognized skills in client outreach, and sensitive to the needs of a diverse, multicultural client base
- Team player, with willingness to pitch in to achieve organizational goals
- Ability to work independently
- Commitment to results; “can-do” mindset; outstanding problem-solving ability
- Fluency in English and Spanish a plus
- Experience working with small business owners/entrepreneurs; microenterprise development, small business banking or lending experience a strong plus
- Proficiency with Microsoft Outlook, Word, Excel, and PowerPoint
- 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 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
- 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 PROGRAM SPECIALIST 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.