

## Child Care Business Program Manager

### OVERVIEW

The Women's Business Development Council (WBDC) is seeking a passionate and driven Program Manager to manage its Child Care Business Support Program. The Program Manager will be responsible for managing and delivering WBDC's programs and services across Connecticut to child care providers at all stages of business development: pre-start-up and new enterprises, as well as developed enterprises.

The position requires an innovative, self-starter with creative and analytical skills, and a highly detailed individual who can prioritize, and motivate and manage others. This ideal candidate will have business acumen and experience working in Connecticut's child care industry, and a passion for supporting child care businesses to achieve entrepreneurial success and economic self-reliance. This individual must be a strong communicator with the ability to work with a multicultural population. They must have proven skills in project management, with the ability to initiate, refine, and implement multiple projects to reach goals and move the child care business program forward.

Reporting to the Vice President of Child Care Program & Impact, 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 and child care providers in Connecticut.

WBDC is currently operating in a hybrid model, with staff expected to be in the office 2 days/week (Tuesday, Wednesday or Thursday). This position will be based in WBDC's Waterbury, Stamford, or Hartford office. Travel to other offices and sites including Stamford, Bridgeport, New Haven, Waterbury, New London will be required on a regular basis. The salary range for the role is \$65,000 to \$70,000 plus benefits, commensurate with experience.

### DUTIES AND RESPONSIBILITIES

The Child Care Business Program Manager is responsible for implementing, managing, and delivering WBDC's educational programs and services to existing and aspiring child care providers throughout the state, including outreach, facilitation, delivery, and achieving program goals and compliance.

**Management:** Manage Child Care Business Program team members, including the Program Coordinator and Business Advisor(s). Support WBDC's commitment to diversity and inclusion through all programs, activities, and management decisions.

**Client Services:** Drive and manage the child care business education offerings, including the development and implementation of workshops, courses, and advising services. Support the design and update of curriculum and resources to be innovative and relevant. Serve as an instructor and business advisor in area(s) of expertise and facilitate key programs. Work with the team to ensure program quality, consistency, and integrity, including curricula. Review evaluation and survey results to determine trends, refine offerings, and more effectively support clients.

**Outreach:** Conduct outreach and cultivate and maintain relationships with business and early childhood community partners for collaboration, referrals, and train the trainer opportunities. Represent WBDC at partner meetings and events and serve on committees/workgroups.

**Volunteer Management:** Recruit, vet, manage and continue to engage volunteer instructors and advisors. Engage WBDC's Child Care Business Advisory Council.

**Compliance:** Monitor contract requirements for compliance; implement plans to meet deliverables; and generate program outcomes and report progress. Assist in producing reports to the Connecticut Office of Early Childhood (OEC) and other stakeholders.

## QUALIFICATIONS

- Minimum of 8 years professional experience, with proven results in program and project management, community building, and customer service
- Professional experience in early childhood education, community development, or the entrepreneurial ecosystem (e.g., small business, banking, and/or economic development), and training or coaching
- MBA or undergraduate degree in business administration, management, accounting, finance, economics, entrepreneurship or early childhood preferred, or an equivalent combination of education and experience
- Strong understanding of the child care industry and business model
- Sales and customer-service orientation with proven skills in client outreach and engagement
- Experience working with diverse communities or underserved populations
- Experience in community outreach; and sensitive to the needs of a diverse client base
- Strong interpersonal skills, with ability to build trusted relationships
- Experience managing people
- Excellent communication, writing, organizational, and decision-making skills
- Excellent presentation/public speaking skills to small groups in person and virtually
- Spanish-language skills, or bilingual fluency in other languages preferred; Fluency in English required
- 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 18,900 clients in all of Connecticut's 169 towns—helping women to launch, sustain and scale over 14,000 businesses, create and maintain over 31,000 jobs in Connecticut, and access more than \$57 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
- Seek to inspire and empower those around you, whether they are clients or colleagues
- 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 that are intimately familiar with this job posting and excited by this opportunity should email their cover letter, resume, and salary requirements to [resumes@ctwbdc.org](mailto:resumes@ctwbdc.org). List WBDC CHILD CARE 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.