

Program Coordinator

OVERVIEW

The **Women's Business Development Council (WBDC)** is seeking a full-time **Program Coordinator** to help deliver the programs and services that empower entrepreneurs and strengthen Connecticut's small business community. By connecting clients with education, advising, and grant opportunities, WBDC helps businesses launch, grow, and succeed across the state

The Program Coordinator is the primary point of contact for clients and plays a key role in delivering an exceptional client experience. This position coordinates client services, supports the execution of programs and events, and provides operational support to ensure services are delivered efficiently and effectively. Working across multiple teams, this role offers the opportunity to make a meaningful impact while supporting a mission-driven, collaborative organization.

The ideal candidate is organized, client-focused, and thrives in a fast-paced environment. They are a proactive self-starter with excellent communication, customer service, and organizational skills, sound judgment, and the ability to manage multiple priorities with professionalism and attention to detail.

This is a full-time hybrid position, with staff working in the office two to three days per week. The position may be based in WBDC's Stamford or Hartford office and supports programming statewide. Regular travel throughout Connecticut is required.

Salary: \$45,000–\$50,000, commensurate with experience, plus a comprehensive benefits package.

DUTIES & RESPONSIBILITIES

The Program Coordinator is responsible for coordinating the delivery of WBDC's programs and services—including educational classes, business advising, and events—both virtually and at locations throughout Connecticut. This role provides operational support to deliver an exceptional client experience. Primary responsibilities include, but are not limited to, the following:

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. Collaborate with the Program team on programming and facilitate sessions as needed. Support additional projects as needed for the Program Team.

Outreach: Assist team with client outreach, follow-up and surveys to promote long-term engagement and monitor business progress. Communicate with local community organizations to cultivate and maintain relationships for collaboration and referrals. Represent WBDC at partner events. Assist with volunteer outreach and organization for team.

Data compliance & support: Support the Program Team with the collection, monitoring, tracking and reporting 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 & Administration: Answer general phone and email inquiries and provide office coverage at WBDC sites. Manage WBDC's organizational and programmatic calendars and assist WBDC: Program Coordinator

with meeting and event logistics. Support the Program team with projects and tasks, including conducting research, preparing presentation decks, and developing resource materials.

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
- A reliable personal vehicle and valid driver’s license are required for this role, as travel to events is an essential part of the position.
- Applicants must be authorized to work for any employer in the U.S. We are unable to sponsor H-1B or other employment-based sponsorships.

About Us

Headquartered in Stamford with regional offices around the state, 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 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 35 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 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.