Women's Business Development Council

# Child Care Business Program Lead

## OVERVIEW

The Women's Business Development Council (WBDC) is seeking a passionate and driven Child Care Business Program Lead to support its Child Care Business Program. The Program Lead 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 established enterprises.

The position requires an innovative, self-starter with creative and analytical skills, and a highly detailed individual who can prioritize, and motivate 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 Child Care Program Director, 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 and Thursday). This position will be based in WBDC's Stamford or Hartford office. Travel to other offices and sites including Stamford, Bridgeport, New Haven, Hartford, Waterbury, and New London will be required on a regular basis. The salary range for the role is $55,000 to $60,000 plus benefits, commensurate with experience.

## DUTIES AND RESPONSIBILITIES

The Child Care Business Program Lead 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 the Child Care Program Coordinator. Support WBDC's commitment to diversity and inclusion through all programs, activities, and management decisions. Set priorities, delegate responsibilities, and establish accountability for team deliverables.

**Client Services:** Drive and lead the child care business education offerings, including the development and implementation of workshops, classes, and advising services. Support the design and update of curriculum and resources to be innovative and relevant. Identify emerging client needs and recommend new or enhanced services. Establish and monitor program performance metrics, including participation, engagement, client satisfaction, and

outcomes. Oversee the development, implementation, and ongoing improvement of Spanish-language curriculum and educational offerings to ensure alignment with the broader Child Care Business Program and the needs of Spanish-speaking clients. Serve as an instructor and business advisor in area(s) of expertise and facilitate programs. Work with the team to ensure program quality, consistency, and integrity. Review evaluation and survey results to determine trends, refine offerings, and more effectively support clients.

**Outreach:** Coordinate and conduct outreach and cultivate and maintain relationships with business and early childhood community partners for collaboration, referrals, and train the trainer opportunities. Identify and develop strategic partnerships that expand program reach, strengthen referral networks, and support the organization's goals. 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. Lead WBDC's Child Care Business Advisory Council.

**Compliance:** Track performance against contract deliverables, program goals, and KPIs for contract compliance and proactively identify gaps or risks, implement plans to meet goals and report progress. Ensure accurate and consistent program reporting, analyze results, and communicate key findings and recommendations to leadership. Prepare 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. Advanced degree preferred.
- Strong understanding of the child care industry and business model
- Sales and customer-service orientation with proven skills in client outreach and engagement
- 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 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 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 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
- Prosper in a culture of teamwork and growth, and value collaboration
- Can think outside the box, pivot, and adapt to the company's changing needs

## 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. List WBDC CHILD CARE PROGRAM LEAD 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.