



Posted: July 24, 2019

POSITION ANNOUNCEMENT

Full-Time

Montana Women's Business Center – Program Director

Prospera Business Network is the leading non-profit organization advancing and supporting community-centered economic development in southwest Montana. Our focus is helping people start and grow their business – in turn strengthening our region's economy and communities. At Prospera, we provide confidential business counseling, professional trainings, small business loans, business development grants and timely economic research.

Working at Prospera is fun, collaborative, and dynamic because our work directly benefits individuals, businesses and communities in Montana. Prospera is a growing organization, and this position will work to improve our Montana Women's Business Center (MWBC) program of business counseling, professional trainings and events to better support the organization and ultimately increase Prospera's capacity to serve our clients and communities.

Position Summary

The MWBC Program Director is responsible for the day-to-day program which provides business counseling, technical assistance, and professional business training to people that are starting or growing their business. The program is partially funded by the U.S. Small Business Administration (SBA) and non-federal matching funds, and the Program Director is responsible for compliance with program requirements according to the SBA's Office of Women's Business Ownership (OWBO) Notice of Award. This position manages a portfolio of business clients and an annual slate of professional trainings that help people start and grow their business. This position will benefit from a well-established program and the support of the Prospera staff team to deliver and serve its members and business clients.

Job Description

MWBC Program Delivery

The Montana WBC program director is responsible for all programs and services outlined in the SBA "cooperative agreement," including direct technical assistance, group training, and referrals to other business assistance resources. Key responsibilities include the following:

Business Counseling

Provide short and long-term confidential counseling services to an individual and/or business by phone, online or face-to-face. Responsibilities include, but are not limited to:

- Assist clients with business planning, financial review and analysis, marketing plan assistance, managing a business, cash flow management, projections, financing, human resources and other information needed for the operation of a business enterprise;
- Manage on-going client communications (by phone and email);
- Manage client intake and reporting processes, for about 10-15 client meetings/week;
- Conduct surveys and outreach for ongoing client reporting;
- Conduct the Annual Economic Impact study;
- Collaborate with other WBC and SBDC business counselors.

Professional Business Trainings

Plan and implement a series of annual professional business trainings

- Attract “guest” trainers (subject matter experts) to deliver coursework and keep the program fun, lively, and effective;
- Keep the website updated with current and upcoming trainings;
- Build registration forms in our Customer-relationship management (CRM) system;
- Create content for website, social media, and press releases;
- Sellout our class schedule and build a pipeline of training clients;
- Professionally represent Prospera and the MWBC at our events;
- Coordinate all logistics with catering, instructors, sponsors, event locations, and partners;
- Organizing and purchasing needed supplies and/or refreshments;
- Manage all aspects of training budgeting; sponsorships and partner relations and co-planning;
- Design event collateral in canva.com; sourcing logos, photos, and training details;
- Manage multi-channel event marketing through our websites, Constant Contact, local event calendars, Facebook, Instagram and print media;
- Conduct post-event surveys and follow up; training reporting and record-keeping;
- Promote the increased use of (ed2go.com), our online training platform

MWBC Grant Management

- Coordinate positive working relationships with the MWBC Sub-Center at the Ravalli County Economic Development Authority, RCEDA
- Lead and complete all Montana WBC grant responsibilities;
- Write and prepare the annual program technical proposal (and grant renewal proposal), required every three years);
- Prepare all quarterly reports, program summaries and financials for mid-year and year-end reviews, performed by SBA District Office Technical Representative (DO’TR). Preparation and delivery of quarterly and semi-annual reporting, including narrative reports, financial oversight/review, EDMIS management and client success stories;
- Participate in OWBO conference calls;
- Assist in the financial oversight of the Montana WBC budget, program income and expenditures.
- Manage client data entry and reporting in the SBA EDMIS II and Outreach Systems Neoserra reporting database.

Outreach and Professional Relationships

This position is responsible for developing a professional network with peers and state/federal agencies and serves as the point-of-contact with Prospera business members, financial institutions, partner organizations, and others to market MWBC services and to make professional referrals. Coordination with other agencies, including SBA District Office, SBDC's, MMEC, SCORE, universities, chambers of commerce, and professional women's groups is a core responsibility.

Marketing and Communications

This position is responsible for marketing and communicating the services of the Montana WBC program. Responsibilities include: getting success story photos, posting website updates, create print material, design email communications, create and post multi-channel social media outreach, and more.

Business Development

This position is responsible for sharing and utilizing the full offerings of Prospera to help support all of our business clients including business development grants, loan financing, and other programs we have that support our mission.

Desired Skills & Qualities:

- A connector; someone who loves being involved in the community and connecting our clients to the right business resource.
- Curious; willing to take initiative to advance client success.
- Passionate about Prospera's mission and role servicing the needs of the community.
- Skilled communicator; with excellent inter-personal skills for 1:1 counseling and public speaking.
- Business savvy; can quickly determine needs and solutions for business owners.
- Experienced using a client database for records and reporting.
- Exceptionally organized; loves logistics, educational events and has proven strategies for managing multiple projects and client appointments.
- Collaborative and resourceful; able to build positive peer relationships at Prospera to deliver program and training goals.
- A desire to learn and grow with the needs of this position and with Prospera.

Required Qualifications:

- A college degree and at least three-years of direct professional experience with business operations, business accounting and Quickbooks, educational events, marketing and communications; preferably in the nonprofit sector.
- Demonstrated expertise in program development and delivery; preferably with business clients.
- Understanding of the roles that marketing, communications, and events play in enhancing membership development, fundraising, and private donations.
- Experience with grant management and reporting; preferably with federal agencies.
- High computer literacy, adept with Microsoft Office Suite, Adobe, e-mail marketing tools, and donor databases.
- The ability to complete a 40-hour certification course from AASBC within six months of hire.

Work Conditions:

Prospera has a collaborative work culture that is positive, energetic, and fun. The work week is generally Monday - Friday 8:00 am to 5:00 pm, with an opportunity for flex-time between work from home or outside the office. This position is based in Bozeman, MT. Local and out-of-state travel is required.

Compensation:

The position is a full-time salaried exempt position. Starting salary is \$42,000-\$46,000 DOE. Benefits include 20 paid-time off days, health insurance coverage for employee, a monthly cash contribution to a Health Savings Account, a SIMPLE IRA with a 3% match, and a \$20 monthly phone stipend.

To Apply:

Apply by sending a detailed cover letter that includes your replies to the supplemental questions below, a resume, and three professional references. Your cover letter will be considered a writing sample in addition to serving as a personal introduction.

E-mail your application materials to: Suzi Berget White at swhite@prosperamt.org with "*WBC Program Director*" in the subject line.

Initial application reviews will begin, Monday, August 12, 2019. This position is open until filled.

Supplemental Questions to be included in the Cover Letter: (2 pages max)

Our ideal candidate is a highly skilled person – who can manage and execute numerous program goals with ease. Please provide a written reply to these questions

- What excites you about managing the WBC program?
- Have you attended any Prospera or MT WBC events? If so, please share one of your experiences.
- How would you manage the demands of 1/1 business counseling, and a professional training program outside the office?
- Share with us your best public speaking experience?