



Job Description

Title:	Program Coordinator	Date Written:	May 2017
Department:	Program Delivery & Service (PDS)	Reports to:	WBC Director
Grade:		FLSA Status:	Non-exempt
Location:	All	Approved by:	

Section 1: Position Summary:

The Program Coordinator works in a dynamic, fast-paced, and intellectually stimulating non-profit organization and is the first point of contact with the public to ensure that the programs and services provided by Center for Women & Enterprise (CWE) reflect the needs and expectations of the community.

The incumbent works with the Women’s Business Center (WBC) Director to assist with client development, successful program development and delivery, data entry and client management and administration. The incumbent manages the office, interacts with training providers and ensures that programs are provided with excellence and consistency focusing on the customer; additionally ensures that programs are effective and achieve relevant results.

Section 2: Essential Responsibilities

1	25	As the point of first contact with clients, vendors and visitors, she/he answers phones, greets guests/visitors and makes them comfortable upon arrival (including but not limited to providing a beverage, hanging coats, informing CWE employee that there is a guest to meet with them, client triage if they don’t know with whom they should speak). May market CWE programs by way of introductory presentations in person, via telephone and/or email to prospective clients and people inquiring about our programs.
2	20	Implement and run CWE programs and ensure they are carried out with an eye on consistency within CWE delivery expectations. In this capacity, the incumbent develops and produces high quality training materials, including PowerPoint presentations, training manuals, and other training aids/materials; processes cash receipts, scholarships and accounts receivables; manages complex registration and data-collection processes and makes suggestions to improve processes/procedures.
3	15	Maintain meticulous records on grant expenditures and other financial aspects of the business including but not limited to accounts payable and accounts receivable. In this capacity, accurately enter financial information into a database to generate Small Business Administration (SBA) reports on a regular and timely basis.
4	10	In collaboration with the Director, promote, plan and implement educational programs and events through careful planning and scheduling, material preparation, and professional delivery and presentation.
5	10	Work closely with constituents to provide technical assistance, access to capital and market programming through multi-week courses, workshops, women’s business certification and loan packaging assistance. Additionally, match clients with business consultants as needed and schedule all appointments.



6	10	Work with the Director on multiple projects and new initiatives simultaneously. These projects and initiatives will impact the incumbent's own programs and those in other locations.
7	10	Collaborate with other Directors and Coordinators to ensure that there is consistency and quality around every CWE service delivery.
	100%	

Section 3: Budget Responsibility:

- Dollar Amount of Budget: NO
- Revenues that are dependent upon the successful performance of the department:

Section 4: Scope of People Management:

- Does this position manage employees? Yes No

Section 5: Organizational Impact:

Not performing the responsibilities of the position successfully could have operational, financial and reputational impact to the organization. If reports are not accurate or done at all, grants for the work we do could be lost.

Section 6: Experience:

Type of Experience	Required Years	Preferred Years
Delivered programs or training and/or provided services in a training environment in a large or small business	2	3
Actively worked with social media and Internet-based research	2	

Section 7: Qualifications/Skills:

Qualifications:	Required Years	Preferred Years
Proven ability to multi-task, organize and prioritize own work	YES	
Working proficiency at an intermediate level in Microsoft Office Suite, especially in Excel and PowerPoint	YES	
Proven ability to speak in public, develop and make presentations and communicate orally extemporaneously as well as interacting face-to-face with clients on a daily basis	YES	
Proven ability to train/teach to adults in one on one and group settings		YES
Proficiency in tracking, monitoring and evaluating progress on delivered programs/trainings	YES	
Excellent business skills including organization, time management, verbal and written communication	YES	
Proven ability to simultaneously manage multiple projects	YES	
Proven working ability to multi-task, organize and prioritize own work	YES	



Proven ability to pay attention to detail and delivery high-quality products and services	YES	
Valid driver's license and ability to travel within CWE office locations	YES	
Bi-lingual in Spanish (fluent)		YES
Proven ability working with diverse populations and working outside normal business hours	YES	
Knowledge of Raiser's Edge or similar fund development software		YES

Section 8: Education:

	Required	Preferred
Bachelor's degree	YES	

Section 9: Competencies:

Competency	Definition
Attention to Detail	<ul style="list-style-type: none"> Review data/documents for accuracy and consistency Take action to prevent mistakes Follow procedures closely Keep records accurate and up to date
Integrity	<ul style="list-style-type: none"> Be tactfully and helpfully honest Maintain confidences Show consistency between words and actions Demonstrate respect for other, even in difficult situations
Gets Results	<ul style="list-style-type: none"> Do everything possible to meet goals and deadlines Demonstrate high personal work standards Persist in the face of repeated challenges Demonstrate a sense of urgency about results
Interpersonal Relationships	<ul style="list-style-type: none"> Recognize the impact of one's behavior on others Adjust own interpersonal approach to fit the interpersonal style/needs of others Deal effectively with people in order to get work accomplished
Continuous Quality & Performance Improvement	<ul style="list-style-type: none"> Identify and apply "best practices" in own work Establish personal standards of quality for own work
Decisiveness & Judgment	<ul style="list-style-type: none"> Demonstrate good judgment in routine, day-to-day decisions Use good judgment in deciding whether to make a decision or escalate it
Flexibility & Achieving Change	<ul style="list-style-type: none"> Positively deal with changes that affect job requirements Work to clarify situations where information, instructions, or objectives are ambiguous
Organizational Savvy	<ul style="list-style-type: none"> Act in accordance with organizational culture Know when to bring an issue, problem, or decision to someone higher up in the organization

Section 10: Physical requirements:

General	Office environment working with computers, phones and other office equipment
---------	--



Lifting	Up to 20 pound on an occasional basis
Stretching	Some moderate stretching
Repetitive movements	Typing, spreadsheets

APPROVED