

# COMMUNITIES Unlimited

## Job Description

<b>Position:</b>	<b>Program Coordinator</b>
<b>Immediate Supervisor:</b>	Director of Entrepreneurship
<b>Mission Focus:</b>	Entrepreneurship
<b>Location:</b>	Telecommuter – Based somewhere in CU 7-state service region.

### Summary of Position

The Program Coordinator for entrepreneurship is responsible for coordination with management consultants on client metrics and data collection, evaluation and reporting on the data collected, coordination and management of client's referred to entrepreneurship team for services, client customer service, follow-up on client story collection, and assist the Director of Entrepreneurship in coordination and implementation of a quality control system.

### Education/Certification Requirements

A Bachelor's degree is required. Preference is given for a degree in business, management, finance, accounting or closely related field. Must be authorized to work in the U.S.

### Experience/Skills Requirements

Four years' work experience is required. Prior business ownership experience is preferred. Demonstrated strong proficiency in use of a windows-based computer and Microsoft Office programs including Outlook, Word, Excel and PowerPoint is required. Preference will be given for ability to demonstrate proficiency in Microsoft 365 Cloud environments, specifically SharePoint and TEAMS.

The position requires excellent oral and writing skills. This position must work well under pressure, meeting multiple and often competing deadlines. Requires the ability to effectively work on multiple projects, prioritize and problem solve issues. Requires project management experience and strong customer service orientation.

Must have reliable transportation and be willing to travel throughout CU's target market, as conditions allow for travel.

### Summary of Essential Job Duties

The following is a summary of general essential duties, all of which may or may not be assigned at any given time to an individual Program Coordinator:

#### Metrics/Data Coordination

- Run monthly Timesheet reports to identify small business client names and add to Excel spreadsheet or metric database
- Coordinate management consultant's small business initial client data entry and regular monitoring of client data updates
- Develop monthly and/or quarterly data reports summarizing our outcomes with information such as: # of persistent poverty counties, # minorities, # rural, total hours of TA, average hours of TA, most common types of TA, client business industries, etc

# COMMUNITIES Unlimited

- Assist in preparing data for the Director of Entrepreneurship to report to the monthly Senior Leadership Team meetings

## Client Referral Coordination & Customer Service

- Setup and manage a system for capturing all small business client referrals to include information such as: client business name, client name, client contact information, date referral received, date referred internally, outcome of referral
- Coordinate the assignment of small business client referrals to management consultants that may include adding a client card to Teams
- Monitor that small business client referrals are contacted by management consultants in a timely manner or properly placed on a Wait List
- Assist management consultants with client exit interviews, when needed
- Select random clients quarterly for client surveys and report on the results
- Obtain recommended clients from management consultants to contact for at least 1 client story each month and/or video testimonial with client image for our story library and to share with the communications team

## Other Essential Job Duties:

- Assist other Communities Unlimited teams, as required by your supervisor.
- Identify new opportunities for funding, partnerships, or small business development.
- Represent Communities Unlimited at various meetings or events, as approved by your supervisor.
- Maintain working knowledge of and comply with corporate policies, procedure, supervisor direction and contractual compliance requirements.
- Maintain the highest level of confidentiality and security with all information, understanding your obligations in regards to client data, community environmental system data, borrower data, payroll data, HR data, medical information, workman's compensation data, IT data, computer passwords, email account passwords, phone lock codes, etc.
- Accurate and timely submission of time and expenses in compliance with CU policy and supervisor direction, understanding this record in a critical part of CU's compliance with grants and contracts.
- Support CU communications and marketing by: submitting client stories; securing releases for use of client quotes/images; media capture (photos, videos, etc.); collaborating with communications staff to promote events, loan closings, community projects and client businesses; and, complying with corporate branding requirements.
- Attend CU staff meetings.
- Represent CU at/facilitate other meetings and events as needed.
- Special projects, and other duties as may be assigned by supervisor or program director. Examples may include, and are not limited to: development of training, writing white papers, surveying clients, and external evaluations.

## **Tools Used in Job**

Proficient use of a computer, internet, smart phone (texting, email, photos, videos, social media, and calls), cloud-based databases for data-entry, Microsoft Office suite including Outlook, Word, Excel and PowerPoint is required. Experience in Microsoft 365 TEAMS and/or SharePoint may be preferred. Use of additional software for project related activities may be required and training will be provided.

## **Work Environment**

# COMMUNITIES Unlimited

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.