



Position Title: Program Coordinator

Reporting Structure: The Program Coordinator reports to the Program Manager/WBC Director. Consults with CEO in absence of Program Manager/WBC Director.

Women's Economic Ventures (WEV) is seeking a full-time Program Coordinator based in the Santa Barbara office.

Position's Purpose:

An organized and relatable individual who coordinates programs in order to offer WEV clients a broad continuum of business services. This position is an active member of the program team, focusing on enrollment and participating in collaborative planning processes to deliver impactful programs and services to WEV and its Women's Business Center (WBC) clientele.

Primary Responsibilities: *This list of duties and responsibilities is illustrative only of the tasks performed by this position, and is not all-inclusive.*

Recruitment and Enrollment

- Facilitate one-hour program orientations throughout various locations the community
- Ensure interested individuals are a good fit for program enrollment
- Conduct enrollment appointments with interested clients
- Processes, records and manages client payments

Program Coordination

- Provide high quality customer service to ensure positive client, volunteer and instructor experiences, and improve the experience of dissatisfied clients
- Act as main contact for clients during entrepreneurial training
- Support instructor through regular communication, assembling materials, weekly check-ins and collaboration to ensure classes run smoothly
- Works with instructors and program team to ensure enrollment documents and attendance records are submitted in a timely manner to be data entered
- Contributes to the planning and implementation of the annual class schedules, in coordination with clients, volunteers, and instructors
- Update and edit Standard Operating Procedure (SOP) to align with program development
- Provides front line office reception and management as back-up or in absence of the Program/Development Assistant (telephones, walk-ins, mail, supplies, equipment)

Marketing

- Collaborates with Program Managers to implement overall marketing objectives and goals for WEV
- Supports WEV's marketing efforts by contributing content and attending networking and outreach events
- Serves as a WEV ambassador in the community through active participation in community affairs; cultivates relationships and builds referral networks in WEV's service areas

Volunteer Coordination

- Builds and maintains relationships with experts in the local business community to serve as volunteer speakers and consultants in classes
- Recruit and schedule volunteers including guest speakers and consultants for training sessions
- Provide follow-up and feedback after volunteers offer their services

Performance and Success Measures:

- Success in supporting senior management
- Professionalism and quality of work
- Efficient and supportive interactions with clients
- Accuracy of data entry and record management
- Engagement with WEV's mission

Required Skills & Qualifications:

- Education: University degree or relevant work experience
- A proactive, pro-solutions professional dedicated to WEV's mission
- Past experience that demonstrates the capacity to work in highly organized manner both individually and collaboratively
- Ability to develop procedures that improve efficiency
- Demonstrated skills in program outreach and client interaction
- Excellent communication skills (including oral, written and presentation) to diverse audiences including staff, the public, WEV funders and WEV volunteers
- Ability to travel for regional outreach and meetings as necessary (maximum distance between WEV offices)
- Availability to adjust schedule to work regular evenings and weekends
- Proficiency with Microsoft Office suite (Outlook, Word, Excel, PowerPoint)
- Personal, reliable auto transportation and current auto insurance

Desirable:

- Bilingual with oral and written proficiency in English and Spanish
- Interest and exposure to small business development

Physical Demands:

- Lift and carry up to 25 pounds without assistance
- Sit at a computer, typing for 60-80% of the time

Compensation:

\$20-\$22/hour, depending on experience. Full benefits after 90-day introductory period including health, vision & dental insurance, Simple IRA match plan, vacation & sick days, life & disability insurance.

To apply:

Send an email with 'Program Coordinator– Your Name' in the subject line, along with resume and cover letter, to WEV's Spanish Program Officer at jobs@wevonline.org. In your cover letter, please describe any personal or professional experience with entrepreneurship, if applicable. No phone calls, please.

About WEV:

Women's Economic Ventures (WEV) is a non-profit organization providing training, loans and consulting to entrepreneurs in Santa Barbara and Ventura Counties since 1991. WEV is an Equal Opportunity Employer. While WEV is a non-profit, it more closely resembles a start-up with an entrepreneurial environment. The successful candidate will need to be comfortable in a results-oriented culture, take ownership of their work, and exercise initiative and creativity to be successful.