



JOB DESCRIPTION

Title: Business Support Specialist
Location: Center for Women & Enterprise Boston
Reports To: Program Manager, Eastern Massachusetts & Community Classroom
Classification: Part-time; Non-Exempt
Hours: 30 hours a week

The Center for Women & Enterprise (CWE) was founded in 1995 and has grown to become the largest regional women's entrepreneurial development center in New England. Our mission is to empower women to become economically self-sufficient and to prosper through business and entrepreneurship. CWE provides education, technical assistance, networking, access to capital, and access to markets through multi-week courses, workshops, and women's business certification.

Job Overview:

The Business Support Specialist is responsible for ensuring the successful delivery and administration of CWE's community-based programs. Primary responsibilities include: program outreach to community leaders and recruitment of participants, classroom instruction, providing business advice and resources, and coordinating high-quality program provision in community-based classrooms. Initial program focus will be in the Fairmount-Indigo corridor of Boston; other sites TBD.

Duties and Responsibilities:

- ◆ Conduct all outreach, marketing and recruiting for CWE's Community Classroom programming
- ◆ Work with Program Manager, Eastern Massachusetts & Community Classroom to identify community business leaders, determine specific training needs and develop program offerings.
- ◆ Serve as an instructor, business advisor, resource and liaison for clients in community-based programs
- ◆ Connect community classroom clients with appropriate CWE programs and services to support them in achieving their entrepreneurial goals
- ◆ Observe, monitor and/or instruct community-based programs ensuring high quality delivery of curriculum
- ◆ Recommend operational improvements that increase the efficiency and effectiveness of community-based programs
- ◆ Maintain all client files and program data for community-based programs
- ◆ Assist with impact data surveys and other outcome-related evaluation tools
- ◆ Other duties as assigned

Qualifications:

- ◆ Undergraduate degree in economics, business administration or related field
- ◆ Minimum five years professional experience in fields of small business management, economic development, micro-enterprise, and/or not-for-profit management
- ◆ Proven skills in client outreach and community development
- ◆ Exceptional interpersonal, relationship management and customer service abilities
- ◆ Excellent organizational and decision-making skills
- ◆ Sensitivity to the needs of a diverse client base
- ◆ Ability to work some evenings
- ◆ Spanish, Portuguese, Mandarin or Haitian Creole language skills a plus

The Center for Women & Enterprise is an equal opportunity employer.