

## **EGBI Program Director Job Description**

### **About Us**

Economic Growth Business Incubator (EGBI) is a successful and growing non-profit organization that enables economic development and job creation, primarily with individuals that historically have had less access to resources, by utilizing innovative, high-tech, and bilingual approaches in a business training and incubation setting.

EGBI is currently seeking to hire a Program Director. The Program Director is responsible for planning, facilitating and executing all of EGBI's services and programs. The Program Director works directly with our clients to develop, grow and sustain their small businesses.

### **Program Director Job Description**

#### **1 - Program Delivery and Management**

- Responsible for the design, implementation, management, supervision and evaluation of all activities of EGBI's programs and services.
- Analyze economic development statistics and trends that may affect client businesses and EGBI's growth potential
- Develop and update curriculum for training programs
- Compile, maintain and report on the monthly, quarterly and annual program statistics.
- Analyze trends in the programs, identifying issues to develop and recommend solutions to the Executive Director
- Provides technical experience to clients such as financial management, bookkeeping assistance, business plan creation and marketing initiatives.
- Develop, implement and evaluate recruitment strategies to expand the number of volunteers to support the programs
- Direct, plan and coordinate all work of the volunteers including supervision and evaluation.
- Develop, implement and evaluate recruitment strategies to expand the number of clients participating in the program
- Build and maintain alliances and partnerships between EGBI and other organizations & stakeholders
- Responsible for ensuring skills development workshops are relevant in topic and targeted for the appropriate audiences
- Staff liaison for the Board of Directors' Program Committee

#### **2 – Administrative Duties**

- Manage Client and Contact Database (Salesforce)
- Answer phones and check voicemail
- Send reminder text messages to clients
- Coordinate EGBI Surveys
- Assist with grant reporting

### **Required Qualifications**

Strong work ethic

Bachelors Degree

3-5 years experience working with small businesses

Bilingual; fluent in Spanish (read and write)

Master of Microsoft Office

Ability to work between 1-2 nights per week

Excellent customer service skills

Experience working with diverse clients and clients of diverse socio economics

Experience with Customer Relation Management systems – Salesforce preferred

Experience with QuickBooks Online preferred

### **Preferred Qualifications**

Accounting degree or experience preferred

Program or project management experience

Supervisory experience

Please submit your resume, cover letter and references to Al Lopez at [al.lopez@egbi.org](mailto:al.lopez@egbi.org)