Economic Growth Business Incubator (EGBI)
Position Opening: Program Assistant

Who we are:
Economic Growth Business Incubator (EGBI) is a nonprofit business incubator that believes that all businesses should be profitable, sustainable and an asset to the community. We provide training, coaching and support to aspiring and existing small business owners who face barriers to growing a successful business such as language, finances, and knowledge. All our services are provided in Spanish and English. We are agnostic about the types of business we work with, expecting the business owner to bring knowledge and experience in their chosen industry. EGBI works with clients living in Austin and the surrounding counties via in person or online meetings.

About the position:
Program Assistant is an organized and energetic Spanish/English-speaking professional excited to support EGBI’s work with aspiring and existing life-style business owners. The position will provide support for managing the intake process for about 350 new clients and over 100 workshops a year. The Program Assistant will often be the first face of EGBI to our clients. The ideal candidate has experience managing event logistics, and is organized, tech savvy, friendly and dependable.

The position offers a flexible work schedule Monday – Friday and hybrid remote options. Some evening hours required. The position reports to the Program Director.

Essential Job Duties:
1. Manage logistics for about 100 workshops per year. Manage calendar, Eventbrite registrations, Salesforce registrations, confirmation and follow up emails/texts. Assist in finding and scheduling volunteer instructors, manage workshop resources and Google drive for class resources. Support registration and logistics day of workshop.
2. Manage client intake process. Connect with new clients to triage next steps i.e. register for a workshop, schedule appointment with a business coach, provide referrals, solve other problems.
3. Support marketing efforts to attract and retain clients. Manage Salesforce database for marketing efforts to engage clients in EGBI programming and opportunities.
4. Provide administrative support as follows:
   a. Primary staff to answer phones
   b. Quality control on program data
   c. Prepare reports for funders
   d. Manage office technology
   e. Other duties as assigned.

Qualifications and Requirements
- Spanish bilingual/bicultural preferred
- Demonstrated experience supporting a fast-paced office or supporting logistics for events
- Tech Savvy and demonstrated interest in technology
- Bachelor’s degree desired. Experience may substitute.
Useful Skill Sets/Experience
- Demonstrated interest in the work of EGBI
- Example of problem-solving ability.
- Able to build strong relationships with co-workers and clients.
- Curious, energetic

Benefits:
- Salary range: $42,000 - $48,000 per year.
- Significant employer contribution toward health insurance
- Employee Match/Contribution to a Simple IRA
- 2 weeks’ vacation plus the week between Christmas and New Years Day
- 2 weeks sick per year
- 11 paid holidays
- Hybrid work environment and flexible work schedule.

To apply:
EGBI is an equal opportunity employer. This position is open until filled. Interviews will begin in August 2023.

Email to: admin@egbi.org
Subject line: Program Assistant
Include a resume and a cover letter describing your interest in this position. No phone calls please.

Please visit our website for more information about us at www.egbi.org