



Mission Community Services Corporation

JOB DESCRIPTION AND SUMMARY POSITION TITLE: Program Coordinator

MCSC Women's Business Center of San Luis Obispo and Monterey Counties is looking for an outgoing and community minded individual to be based at our San Luis Obispo office and to attend outreach events throughout SLO and Monterey counties to engage with small business owners and aspiring entrepreneurs to education and enroll them in our business consulting services.

This is a key position in creating awareness and community relationships to help support economic development through entrepreneurship especially for women and underserved communities.

The Program Coordinator is part of a team that focuses on scheduling consulting activities with our business consultants, events, workshops, outreach, and other marketing efforts, as well as grant support through data collection.

This is a full-time, non-exempt position and requires continual prioritizing, attention to detail, time management and working with the team to ensure on time delivery of services, events, classes, data entry, reporting and compliance.

ADMINISTRATIVE

- Register clients for workshops, events, classes
- Prepare all necessary forms, reception materials, graduation certificates.
- Utilize social media platforms including Facebook, Instagram and others necessary to assist the WBC in communicating, advertising, and promoting our services to potential clients.
- Provide administrative support to the WBC Center Director.

DATA MANAGEMENT

- Responsible for accuracy, maintenance and organization of client data.
- Responsible for working with our business consultants to collect and enter client data after each one on one session, workshop and course in our CRM system.
- Prepare files and reports for Small Business Association (SBA) and other grantors.
- Prepares and review necessary forms and invoices to track payments to consultants.

- Assist with coding, reviewing, and processing twice monthly invoices for submittal to our outside accounting firm.

PROGRAM COORDINATION

Works with internal and external teams to ensure the following:

- Client needs are served and met with a high level of customer satisfaction.
- Assist with continuous improvement of the client management process.
- Greet visitors, answer phone calls, respond to client inquiries.
- Schedule one on one client meetings with business consultants.
- Registers clients for workshops, events, and classes.
- Assists in the overall mission of the WBC by working in a team environment to effectively complete other duties as assigned.

MARKETING, PUBLIC RELATIONS AND GRANTS

- Participate and represent MCSC WBC at outreach events to explain and market programs.
- Assist Program Director to develop and implement center marketing strategies.

Tracks and reports source of clients/students to guide marketing efforts.

- Provide marketing content about upcoming events and client and consultant spotlights to our marketing agency for the WBC weekly newsletter.
 - Create Client Success stories with our marketing agency for promotion and reporting to grantors.
- Researching and obtaining speakers, media promotion, room locations and setup for both onsite and offsite workshops and classes.

Skills

Typing skills of 45+ wpm

- Nonprofit experience desirable
- Self-starter and able to initiate tasks.
- Spanish, bilingual verbal and written skills helpful.
- Strong organization skills and attention to detail
- Effective communication and interpersonal skills
- Ability to write clearly, concisely, and persuasively.
- Appreciation for the entrepreneurial spirit of our clients
- Outgoing personality, and comfortable speaking to groups
- Proper English usage, grammar, spelling, and punctuation
- Multitasker, ability to manage multiple projects simultaneously.
- Data management for grants, analyzing data, and data reporting desirable.
- Proficient with PC's and Microsoft Office Suite, databases

EXPERIENCE/EDUCATION

- A bachelor's degree is helpful, and/or courses in business administration, such as business management, bookkeeping, marketing, and social media.
- A minimum of 3-5 years related business development, community outreach, event and educational programming and/ or marketing and promotion required.

BENEFITS 10 Paid Annual Holidays, paid Vacation Days, and Medical, Dental, Vision insurance package and professional development classes and workshops.

PHYSICAL REQUIREMENTS These physical requirements are not exhaustive, and additional job-related physical requirements may be added to these on an as needed basis.

Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodation may be possible. **Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Speaking/Hearing: Requires the ability to give and receive information through speaking and listening skills in English. **Vision:** Requires the ability to see with normal clear vision and able to create basic artistic elements in marketing materials. **Dexterity:** Ability to reach, stand, climb, squat, twist, lift light loads, and the ability to do sedentary work.

- A valid driver's license, a reliable private vehicle and insurance are required.
- The ability to work occasional evenings and weekends is required.

Position type – permanent, full-time

Pay: \$22 - \$25 per hour DOE

Resume and cover letter to: patricia@mcscorp.org