Rogers Park Business Alliance
Job Description

Position: GROW Program Manager/Educator
Employment: Full-time
Classification: Exempt
Supervisor: Executive Director

Rogers Park Business Alliance (RPBA) is a not-for-profit, 501c3, organization, specializing in business, community and economic development in Rogers Park, one of the most racially, ethnically and economically diverse communities in Chicago. *Rogers Park Business Alliance cultivates and sustains a thriving economic environment in Rogers Park, serving businesses and residents.* Rogers Park Business Alliance is a delegate agency of the City of Chicago Department of Business Affairs and Consumer Protection and is the Sole Service Provider for four Special Service Areas.

Responsibilities of GROW Program Manager/Educator

The primary purpose of this position is to develop, implement, monitor and improve policies, programs and initiatives that assure RPBA provides the necessary education and assistance to entrepreneurs. This is the lead position for our GROW en Español and assistant on the RPBA Help Desk.

Specifically, the GROW Program Manager/Educator is responsible for:

- GROW en Español, including:
  - Translating all current materials into Spanish and interpreting at English speaking sessions, based on need
  - Delivering the program in settings that are trusted environments for our clients
  - Reaching faculty, mentors, collaborators and funders and other connections to widen the circle of support through outreach and marketing
  - Outreach to enroll participants and merchant organizing
  - Developing a scholarship program for participants who cannot afford program fees
  - Cultivating strategic partnership development at the national, state and local levels, assuring proper funding for program via fundraising, grants, participant fees, sponsorships and other initiatives and suggesting an annual program schedule
  - Creating a long term plan for the program that includes local practitioner engagement updating policies, processes and procedures to assure program integrity
  - Updating the curriculum regularly, coordinating and engaging with guest faculty and updating program application materials including forms, criteria for participation, completion requirements, risk management measures, as needed
  - Providing technical assistance and/or referrals to outside experts as needed/requested.
  - Continuing to improve online and print resource materials to enhance technical assistance accessibility and to assure consistent interactions with clients, faculty and program partners
  - Hosting quarterly advisory council meetings.

- Assisting with the RPBA Help Desk
  - Translating all materials into Spanish
  - Leading Spanish speaking client intake process
  - Implementing and updating policies, processes and procedures to assure program integrity including forms, criteria for participation, partner agreements and other program related needs.
  - Coordinating guest consultations and implementing best practices for data collection, storage and maintenance

- Providing technical assistance to business and property owners as needed; organizing and promoting business seminars, roundtables and workshops for the district's business owners; informing owners of available City and private resources for business training and financing
- Organizing the business community; facilitating meetings; encouraging participation; building consensus; developing and maintaining positive and productive working relationships with store owners/managers and property owners
- Interpreting at English speaking sessions, based on need
- Providing one-on-one assistance to educate clients on the requirements of different types of lenders and small business loans. Provide referral(s) to appropriate lenders
- Represent RPBA at small business expos

Qualifications

- Bachelor's degree, emphasis in non-profit management, education, business entrepreneurship and project management a plus
- Experience in economic development, small business development and/or community organizing
- Excellent interpersonal skills in English and Spanish and the ability to work with people of diverse and divergent backgrounds
- Outstanding written and verbal communication skills in English and Spanish
- Strong knowledge of website and social media platforms, Microsoft Office software including Word, Access, Excel, PowerPoint, Publisher and Adobe
- Ability to take direction, be a self-starter, take initiative, multi-task and prioritize
- Persistence, attention to detail, organization and follow-through needed
- Ability to accept criticism and employ highly developed problem-solving skills
- Proven ability to build relationships in a mission-based environment that leads to support for the organization and its programs
- A commitment to community-based work and a desire to work in a flexible, friendly office environment
- Experience directing and developing systems analysis, programs, strategic planning, project management and organization development
- Ability to work successfully in a multi-faceted, high stress environment, handling multiple tasks and projects
- Candidate will be a team player, assisting all areas of the organization when needed.
- Availability for evening and weekend events and programs
- Should live in or near the Rogers Park neighborhood and/or be very familiar with the area
- Must respect and embrace diversity in all its forms when interacting with peers, supervisors, community partners, business owners and residents
- Capacity to maximize use of social media platforms especially Facebook, Twitter, Instagram
- Fluency in Spanish and English (reading, writing, ability to conduct meetings and make presentations) is required. Bi-cultural is preferred.

Salary and Benefits

Annual salary is commensurate with experience. Benefits include flexible work schedule, health insurance. Two weeks paid vacation, sick leave, personal leave, ten paid holidays per year.

Rogers Park Business Alliance offers a supportive and friendly work environment. Rogers Park Business Alliance is an equal opportunity employer.

This job posting is intended to describe the general requirements for the performance of this job. It is not a complete statement of duties, responsibilities or requirements. Other duties not listed here may be assigned by leadership.