

# Rogers Park Business Alliance Position Description

## **Business Outreach Coordinator**

**Type of job:** Hourly

**Number of hours:** 15-20/week

**Salary rate:** \$20/hour

**Reports to:** Economic Development Manager

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. The mission of RPBA is to cultivate and sustain a thriving economic environment in Rogers Park, serving businesses and residents. RPBA is a delegate agency of the City of Chicago Department of Business Affairs and Consumer Protection, is the Sole Service Provider for four Special Service Areas and hosts an Illinois Small Business Development Center (SBDC).

The primary task of this position is to assist in the implementation of a comprehensive technical assistance outreach program for existing businesses in and around Devon Avenue Special Service Area #43 (SSA #43) whose boundaries are Devon Avenue from Damen to Kedzie Avenues and Western Avenue from Arthur to Granville Avenue. Specific responsibilities will include outreach, program implementation and ongoing data management. It is preferred that the person hired is bilingual and has the ability to connect cross-culturally with a wide variety of people, including the South Asian community, its clients and RPBA advisors.

The area where outreach will be conducted is known as "Little India" because of the concentration of Indian businesses and residents and is also home to large Assyrian, Pakistani, Jewish, Bangladeshi, and Russian populations and a multitude of spiritual beliefs. Over 30 languages are spoken in this community and it's a point of entry for many South Asian immigrants arriving in Chicago.

## **Responsibilities of the Business Outreach Coordinator:**

The Business Outreach Coordinator assists in the development and implementation of a comprehensive technical assistance program for existing businesses in and around SSA #43 including businesses owned by historically underserved populations. Specific responsibilities include:

1. *Needs Assessment*
  - a. Develop a needs assessment tool to provide baseline data and to prioritize business needs
  - b. Facilitate the translation of the needs assessment tool into other languages, as needed
2. *Strengthen Existing Businesses based on the results of the needs assessment tool*
  - a. Visit existing businesses and implement the needs assessment tool during visits
  - b. Analyze and prioritize business needs
  - c. Identify technical assistance needs for each business
  - d. Report results of business visits and needs assessments to business advisors
  - e. Assist business advisors with the implementation of technical assistance support to clients
  - f. Develop, administer and manage surveys to assess the impact and trends
3. *Data Management and administrative support*
  - a. Manage, update and maintain databases with data collected including contact information, needs assessment results, relationship management activities and other interactions with clients, advisors and partner organizations
  - b. Other administrative support as needed

**Skills Requested:**

- Basic knowledge of Microsoft Office, Google Suite, Airtable, virtual meeting platforms, and social media platforms including Whatsapp
- Familiarity working with Customer Relationship Management (CRM) Software such as Neoserra and MemberZone (GrowthZone)
- Familiar with entering data, posting training events, and providing reports via CRM
- Project management exposure
- General understanding of small business needs, operations, terminology, and basic business support services
- Ability to connect cross-culturally with a wide variety of people including entrepreneurs and advisors
- Familiarity working with analytic reporting tools
- Ability to take direction, take initiative, multi-task and prioritize
- Familiarity with tracking data for impact and reporting purposes
- Be a team player, assisting all areas of the organization when needed
- Have excellent verbal and written communication skills

**Skills Preferred:**

- Bilingual preferred, especially familiarity with South Asian languages such as Hindi, Urdu, Punjabi, Bengali, Gujarati, Telugu, Nepali, etc.
- Survey methodology experience

*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.*

Submit your resume with a cover letter to [sprice@rpba.org](mailto:sprice@rpba.org). Phone calls will not be accepted.