

Client Manager

AnewAmerica is a regional non-profit that specializes in microenterprise development. We work with ethnically diverse, low-income new American entrepreneurs and their families with 62% of our clients being women. Our constituents come from 47 countries in Latin America, Asia, Africa, the Middle East, Europe and the Caribbean.

The Client Management Coach works under the supervision of the Market Manager located in Oakland's Fruitvale District. The candidate will provide consultative business support, and client management assistance to assigned microenterprise and small business clients currently in the AnewAmerica's Business Incubation program. Territory covers Alameda and Contra Costa County. This is not a commission paid position.

QUALIFICATIONS

- Bilingual (Spanish)
- Degree in business/marketing or equivalent field experience
- Excellent English writing and verbal communication skills
- Ability to work under pressure in a fast-paced environment
- Individual must understand small businesses and be able to coach and counsel entrepreneurs
- Excellent interpersonal skills and good head for business
- One (1) year of experience in business planning and counseling field
- Financial skills/Understanding of financial principles (?)
- Previous work experience with diverse populations/desire to work with diverse populations

RESPONSIBILITIES

- The Business Coach will provide one on one business support and client management advice to help clients: focus on supporting clients to develop and implement robust business plans, build effective and sustainable business models, be responsive to customer demand, embed financial management systems, and develop marketing plans and appropriate management systems
- Manage 40-50 clients in all business stages (start-up, existing, and expansion)
- The Business Coach will maintain and retain detailed records of consultations, and outcomes for each business entrepreneur assisted.
- Provide program support: collaborate with AnewAmerica staff and team by providing outreach within our communities and work with our staff to ensure all program targets and goals are met

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To Apply: Please submit resume with salary history and cover letter to Jessika Lopez:
jlopez@anewamerica.org for this position with "Client Management Business Coach" in the subject line.
AnewAmerica is an equal opportunity employer that seeks diversity with respect to race, ethnic, culture,
gender age, sexual orientation and physical abilities. Women and minorities are encouraged to apply.

HOURS: Full-time, 1.0 FTE

GRADE: Exempt