



Position Title: Program Coordinator

Reports To: Program Officer/WBC Director

WEV is seeking a full-time Program Coordinator based in its Santa Barbara office to start in the month of September.

Position's Purpose:

An organized and relatable individual who coordinates programs in order to offer WEV clients a broad continuum of business services. This position is an active member of the program team, focusing on enrollment and participating in collaborative planning processes to deliver impactful programs and services to WEV and its Women's Business Center (WBC) clientele.

Primary Responsibilities:

- Coordinates and implements the outreach and administration of the WBC's SET program, including:
 - a) Facilitating orientations and following up with interested clients
 - b) Acting as main contact for clients during class sessions
 - c) Supporting instructor through regular communication, assembling materials, weekly check-ins and collaboration to ensure classes run smoothly
 - d) Recruiting and scheduling guest speakers and consultants for class
- Conducts enrollment appointments with clients in the Santa Barbara area
- Builds and maintains relationships with experts in the local business community to serve as volunteer speakers and consultants in classes.
- Supports WEV's marketing efforts by contributing content and attending networking and outreach events.
- Supports program development by collaborating with the program team.
- Contributes to the planning and implementation of the annual SET class schedule, in coordination with clients, volunteers, and instructors.
- Provides high quality customer service to ensure positive client, volunteer and instructor experiences, and improve the experience of dissatisfied clients.
- Works with instructors and program team to ensure enrollment documents and attendance records are submitted in a timely manner to be data entered.
- Provides front line office reception and management as back-up or in absence of the Program/Development Assistant (telephones, walk-ins, mail, supplies, equipment).

This list of duties and responsibilities is illustrative only of the tasks performed by this position, and is not all-inclusive.

Reporting Structure:

The Program Coordinator reports to the Program Officer/WBC Director. Consults with Program Manager in absence of Program Officer/WBC Director.

Required Skills & Qualifications:

- Education: University degree or relevant work experience
- Strong commitment to WEV's mission
- Past experience that demonstrates the capacity to work in highly organized manner both individually and collaboratively
- Ability to develop procedures that improve efficiency
- Demonstrated skills in program outreach and client interaction
- Excellent communication skills (including oral, written and presentation) to diverse audiences including staff, the public, WEV funders and WEV volunteers
- Past interest and exposure to small business development
- Ability to travel for regional outreach and meetings as necessary (maximum distance between WEV offices)
- Availability to adjust schedule to work regular evenings and weekends
- Proficiency with Microsoft Office suite (Outlook, Word, Excel, PowerPoint)
- Personal, reliable auto transportation and current auto insurance
- Able to lift 25 pounds

Desirable:

Bilingual with oral and written proficiency in English and Spanish.

Compensation:

\$17.00-19.00/hour; full benefits after 90-day introductory period including health, dental, vision, life insurance, sick & vacation days.

To apply:

Email your resume and cover letter to eochoa@wevonline.org with 'Program Coordinator -- Your Name' in the subject line, to WEV's Program Officer. In your cover letter, please describe any personal or professional experience with entrepreneurship, if applicable. Note that due to a high volume of applicants and limited staff capacity, we may not be able to respond to every applicant. No phone calls, please.

WEV is an Equal Opportunity Employer.