



## **Business Coaching Specialist**

**Status:** Full-time, Salary Exempt

**Reports to:** Director of Entrepreneurship

**Work Location:** Mountain BizWorks serves the mountains region of North Carolina with offices in Asheville and Boone. We also have a hybrid work environment which enables remote work opportunities throughout the WNC region.

### **About Mountain BizWorks:**

Mountain BizWorks ([www.mountainbizworks.org](http://www.mountainbizworks.org)) is passionate about serving Western North Carolina as a non-profit community development financial institution (CDFI) providing tailored small business lending and peer learning services. Our mission is to build a vibrant and inclusive entrepreneurial community in Western North Carolina by helping small businesses to start, grow, and thrive. When small businesses succeed, we all prosper.

Mountain BizWorks is seeking to create a diverse work culture that closely matches the diversity of our client base and the communities we support. Our seven core values are modeled by our team and incorporated throughout business operations: equity, inclusivity, collaboration, stewardship, sustainability, entrepreneur-centric, and local.

### **Purpose:**

To maximize the Business Coaching Program's effectiveness in supporting current and prospective borrowers in achieving ongoing business success throughout their Mountain BizWorks client journey.

### **Position Responsibilities/Essential Functions:**

- Proactively manage the business coaching portfolio of current and prospective borrowers to ensure the timely and tailored delivery of MBW coaching services towards loan readiness, loan project success, or other established business goals.
- Maintain a keen understanding of the needs and challenges of entrepreneurs at different stages of business and sectors in order to create tailored learning solutions.
  - Conduct intake assessments and capture a comprehensive profile of the client's background, skills, business development stage, market opportunities, and goals.
  - Create individualized learning plans and connect clients to support services laid out in the plan, including but not limited to coaching, classes, and technical assistance .

- Proactively make referrals to the Lending Department when clients demonstrate a relevant financing need and an appropriate level of loan readiness.
- Make effective client-coaching pairings by maintaining a deep familiarity of the Business Coaching team members' unique backgrounds, skills, and coaching styles.
  - Provide continuous follow up with coaches and clients to evaluate progress of coaching projects and client satisfaction.
- Communicate the benefits of coaching to prospective clients and foster a high level of utilization of the business coaching program.
- Work closely with lenders to create targeted learning plans to support existing and prospective borrowers in addressing specific loan readiness gaps.
- Contribute to the strategic direction of the Business Coaching Program by discovering and implementing strategies that will maximize the program's effectiveness in getting loan-ready clients across the finish line and sustaining their success post-loan.
- Provide administrative and communications support to ensure an excellent customer experience for all assigned coaching clients.
- Maintain excellent relationships with the 50+ members of our Business Coaching team
  - Be responsive to coach questions, concerns, and requests.
  - Assist with monthly invoicing to ensure accurate, and timely payment of coaches.
- Maintain a monitoring dashboard and provide a monthly report covering borrower coaching utilization and related accomplishments, metrics, and recommendations.
- Assist in the marketing of the Business Coaching Program, to include sharing client success stories with the Communications team.
- Be an active and supporting member of the Learning team.
- Collaborate with team members and across departments to advance team and organizational goals and strategy.

### **Minimum Required Education, Skills, and Attributes:**

- Commitment to [Mountain BizWorks' vision, mission, and values](#).
- Direct experience and competency with small business development and entrepreneurship, ideally having experience in owning and/or operating a local small business.
- Demonstrated proficiency in being able to quickly assess small business (and small business owner) needs and opportunities, and develop and communicate effective guidance.
- Comfortable with small business financial statements and projections.
- Ability to prioritize the urgency of competing requests and take charge to meet deadlines.
- Timely follow-through and excellent organizational skills.
- Excellent communication and customer services skills, both verbally and written.
- Self-driven initiative and performance of the highest quality, with keen attention to detail.
- Strong technological proficiency preferably including Google Suite, CRM databases, Microsoft Word and Excel.
- Business coaching, consulting, training, or other adult education experience is a plus.
- Experience in and commitment to working in a team-oriented environment.
- Spanish written/spoken capabilities are a strong plus, but not required.

- 2 or more years of experience working with or operating small businesses, a 4-year college degree or its equivalent, or an equivalent combination of experience and education.

**Other (Supervisory Responsibilities, Schedule, Travel):**

- This position has no supervisory responsibilities.
- Normal business hours are Monday - Friday, 9am - 5pm, with opportunities for flexibility; however, this position may require some weekend and/or evening work to accommodate the services offered by Mountain BizWorks.

**Physical Demands:**

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work Environment/Physical Demands: position duties are performed in a typical office environment, with minimal exposure to excessive noise or adverse environmental issues. The employee may occasionally lift and/or move up to 10 pounds.

**Compensation & Benefits:**

Anticipated starting salary of 50,000 - \$60,000, depending on skills and experience.

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| <ul style="list-style-type: none"> <li>• Medical insurance plans           <ul style="list-style-type: none"> <li>- 80% of employee medical paid by employer</li> <li>- family coverage paid by employee</li> </ul> </li> <li>• Dental, vision &amp; supplemental insurance options           <ul style="list-style-type: none"> <li>- 100% employee paid</li> </ul> </li> <li>• Retirement plan</li> <li>• 10 paid holidays</li> </ul> | <ul style="list-style-type: none"> <li>• Paid Time Off (PTO):           <ul style="list-style-type: none"> <li>- Earn 18 days/year the 1st year of employment</li> <li>- Earn 24 days/year after 1st year of employment</li> </ul> </li> <li>• Professional Development Fund</li> <li>• Sabbatical Leave Program</li> <li>• Self-Care Fund</li> <li>• Flexible schedule opportunities, as permitted by the role and workload</li> </ul> |
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**How to Apply:**

Qualified/interested candidates should **email** their resume and cover letter to [careers@mountainbizworks.org](mailto:careers@mountainbizworks.org) with the subject line "**Business Coaching Specialist**". Initial responses to this opportunity are requested by **9am Eastern on Friday, October 22nd, 2021**, with the position remaining open until filled thereafter.

*Mountain BizWorks values and respects all types of diversity and strongly encourages applicants from traditionally marginalized groups to apply. We prohibit discrimination and harassment and provide equal employment opportunity without regard to, and not limited to, ethnicity, religion, race, national origin, abilities, gender identity, sexual orientation, age or genetic information.*