



Learning Program Coordinator

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) 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:

The overarching goals of the Learning Program Coordinator are:

- Assist Mountain Bizworks' existing and aspiring small business owner clients with accessing Mountain BizWorks services and/or referrals to other service providers.
- Provide program planning and development support for Mountain BizWorks' suite of business classes and workshops including Foundations, Alpine, ScaleUp, Financial Tools, and other offerings, including new programs as identified.
- Support our active facilitators, assisting in their training, onboarding and scheduling of classes.
- Provide general administrative support to the overall Mountain BizWorks Learning Department.

Position Responsibilities/Essential Functions:

- **Assist Mountain BizWorks' existing and aspiring small business owner clients with accessing Mountain BizWorks' services and/or referrals to other service providers.**



- Respond to general inquiries about our learning services promptly and courteously.
- Lead regular informational sessions on Mountain BizWorks' various programs and services.
- Help entrepreneurs navigate the registration and learning process, providing technological guidance and support as needed.
- **Provide program planning and development support for Mountain BizWorks' suite of business classes and workshops including Foundations, Alpine, ScaleUp, Financial Tools, and other offerings, including new programs as identified.**
 - Collect and analyze participant feedback and evaluations in order to continuously improve program outcomes and the learning experience.
 - Organize and maintain curriculum content and materials, including overseeing their packaging and distribution.
 - Develop and document standardized processes for program implementation and delivery.
 - Maintain the class calendar, posting classes online at least 3 months in advance.
- **Support our active facilitators, assisting in their training, onboarding and scheduling of classes.**
 - Provide communications support to facilitators, including providing confirmed class rosters, and coordinate with the facilitators to support participants.
 - Connect facilitators to additional support and resources, including basic technology support.
 - Be an active lead in the onboarding and training of facilitators.
 - Standardize processes for training and onboarding facilitators, including the creation and maintenance of a Facilitator Guide & Standard Operating Procedures.
- **Provide general administrative support to the overall Mountain BizWorks Learning Department.**
 - Complete and timely entry of all class enrollment, and payment and completion data into the appropriate client management database (e.g. Salesforce).
 - Coordinate and oversee logistics for all learning events, which may include securing locations, managing the catering, set up and clean up.
 - Assist with disbursement of monthly coaching and facilitator payments.
 - Maintain training materials inventory and assist with assembly of handouts such as completion certificates and curriculum content binders.
 - Process and maintain client scholarship files, which involves handling of sensitive, private financial information.
 - Assist with marketing class offerings via social media, referral partners, direct client outreach and other channels.
 - Other learning and organizational responsibilities as assigned.



Minimum Required Education, Skills, and Attributes:

- Commitment to [Mountain BizWorks' vision, mission, and values](#).
- Must live in [Western North Carolina](#), or be willing to relocate here.
- Bachelor's degree and at least one year related work experience.
- Practical experience working in a team-oriented environment.
- Self-driven and organized, with keen attention to detail.
- Empathy and the ability to engender trust among colleagues and the public.
- Ability to prioritize the urgency of competing requests and take charge to meet these deadlines.
- Strong computer proficiency, including but not limited to: Microsoft Office, email, customer relationship management (CRM) system, or similar database tools.
- Excellent communication skills, both verbally and written.
- An interest in problem solving, process improvement, workplace efficiency, and/or project management.
- Ability to work independently with a minimum level of direction; skill in effective planning, prioritization, and organization of workload.
- Ability to receive and seek out supervisory oversight when needed.
- Familiarity or fluency with small business topics is a plus.
- Spanish language (speaking and/or writing) skills are a plus.

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.
- This role includes event set up and break down, which may occasionally require lifting and/or moving up to 20 pounds.



Compensation & Benefits:

Anticipated starting salary of **\$44,000**, with the opportunity for a higher base salary depending on skills and experience.

- Medical insurance plans
 - 80% of employee medical paid by employer
 - family coverage paid by employee
- Dental, vision & supplemental insurance options
 - 100% employee paid
- Retirement plan
- 10 paid holidays
- Paid Time Off (PTO):
 - Earn 18 days/year the 1st year of employment
 - Earn 24 days/year after 1st year of employment
- Professional Development Fund
- Sabbatical Leave Program
- Self-Care Fund
- Flexible schedule opportunities, as permitted by the role and workload

How to Apply:

Qualified/interested candidates should **email** their resume and cover letter to careers@mountainbizworks.org with the subject line "**Learning Program Coordinator**". Initial responses to this opportunity are requested by **9am Eastern on Wednesday, April 27th, 2022**, 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.