



Sectors Program Coordinator

A full-time position based out of Western North Carolina

BACKGROUND

Mountain BizWorks (www.mountainbizworks.org) is a non-profit community development financial institution (CDFI) dedicated to serving Western North Carolina. We provide tailored small business lending and peer learning services, striving to build a vibrant and inclusive entrepreneurial community in Western North Carolina. Our mission is to help small businesses start, grow, and thrive, contributing to the prosperity of the entire community.

We are committed to creating a diverse work culture that mirrors the diversity of our client base and the communities we support. Our team embodies our seven core values: equity, inclusivity, collaboration, stewardship, sustainability, entrepreneur-centric, and local.

Our Sector Development department is dedicated to strengthening the ecosystems that support our local entrepreneurs, with a specific focus on growing three key parts of our economy that build on our history and natural assets, and make our region unique and compelling: Craft & the Creative Economy, Food & Farm, and Outdoor Recreation.

Given the critical nature of these industries to our region, we are committed to offering tailored training and coaching programs for each Sector, and providing financing & ongoing support that meets the specific needs of our clients throughout their entrepreneurial journeys. We are in the midst of building out the underlying systems and SOPs that will enable us to be highly effective and efficient in providing these client services. Approximately 2/3 of the Sectors Program Coordinator's time will initially be dedicated towards supporting the Craft Your Commerce program, with the other 1/3 dedicated towards supporting the larger Sectors team and implementing the systems developed for Craft across the whole department.

Craft Your Commerce (CYC) is a Mountain BizWorks entrepreneurial program designed to connect, elevate, and advance creative and craft-centered companies through business training workshops and classes developed by makers for makers.

CYC envisions a growing, engaged, and sustainable creative community as a major economic driver in the WNC region. Our goal is to create a robust creative economy in WNC where craft-based businesses can become resilient, sustainable, and thrive.

Position Overview

As the Sectors Program Coordinator, you will play a key role as the operational & logistics hub of our Sectors team, overseeing event management, client technical assistance coordination, scheduling, resource building, and some curriculum/program development. All of this work is in the service of ensuring that companies and partner organizations in our Sectors of focus have easy and reliable access to the information, networks, and skill building opportunities they need to thrive. This position requires a high level of organization, excellent communication skills, and the ability to adapt to & prioritize varying workloads.



KEY RESPONSIBILITIES

Develop replicable/extensible systems and operational processes that ensure Mountain BizWorks' clients in our Sectors of focus can easily find the learning services and funding they need, and are proactively supported as they start, grow, and thrive. Work closely with our Sectors program directors to provide the logistical and operations support needed to enable them to focus on strategy and partnerships. Adapt & apply systems across Sectors, and work with our team to assemble them into a unified operating system for the department as a whole.

Coordinating Client Technical Assistance

- Coordinate the onboarding of Sectors-specific coaching & technical assistance providers, and work with team members to match them up with clients in need of their skills & services
- Coordinate and track the implementation of client technical assistance projects, and flag follow-up needs, including working with Sectors program directors to regularly review the portfolio of loan clients within their sectors and help them achieve success
- Manage and maintain client and partner databases & workflows in Salesforce, in collaboration with team members both within and outside of the Sectors department
- Work with Sectors staff and partners to develop and publish Sector-specific resource guides to help clients navigate and make the most of the tailored offerings in their field
- Co-develop and implement a Sectors client orientation process and experience

Programming & Event Management

- Coordinate logistics for Craft Your Commerce and events and programming, and a limited number of other key Sectors events & programs, including Sector-specific courses, partner event series, and post-course follow-up
- Assist in the planning, preparation, and execution of events to ensure smooth operations
- Promote workshops and events via social media, newsletters, and print material distribution
- Take an active role in Mountain BizWorks both in-person and virtual events, including Craft Your Commerce learning series and partnership programming
- Represent Mountain BizWorks and its Sectors programs - Craft Your Commerce, Outdoors, and Food & Farm - in a professional and effective manner at events and program sites

Program Operations

- Assist with general office and program administration tasks, including filing, data entry, document preparation, tracking and following up on accounts receivable & payable, and ensuring that coach, partner, and instructor contracts are executed and filed
- Assist with program reporting and measurement/evaluation
- Handle incoming calls and correspondence, directing inquiries to the appropriate contacts & resources
- Address client inquiries, requests, and feedback with professionalism and efficiency
- Leverage lessons learned via your program evaluation and client communications work to provide input around curriculum design and development
- Organize and manage workshops and calendars for programming, and ensure that instructors and clients know where to be, when, and what to expect/bring
- Coordinate and schedule internal and external meetings with partners and instructors



QUALIFICATIONS AND EXPERIENCE

- Must live in [Western North Carolina](#), or be willing to relocate here
- Superior communication and customer service skills and an ability to adapt to a wide variety of audiences, including clients, supervisors, peers, and external partners/vendors
- Demonstrated self-starter who is driven to make sure goals are achieved and deadlines are met; if you love organizing things and checking off lists, this is your kind of job
- Organized, detail-oriented and skilled with software programs, including strong Google Suite, Excel and database skills
- Ability to thrive in an entrepreneurial, team-oriented, mission-driven environment
- Willingness to travel throughout our 26-county region, including occasional evening and weekend work engagements as required
- Adaptable to varying workloads, with some weeks requiring more hours and others requiring fewer; we work hard, but take care of ourselves and one another too
- Cultural competencies and an ability to identify & meet the needs of diverse stakeholders; Excellent organizational and multitasking abilities
- Strong written and verbal communication skills
- Ability to work independently and collaboratively

Additional Appreciated Skills

- Familiarity or fluency with small business topics
- Experience with Canva or similar design tools
- Experience with social media management
- Prior experience in event management and client relationship management
- Salesforce experience is a plus
- Spanish language (speaking and/or writing) skills are a plus

OTHER (Responsibilities, Schedule, Travel, Physical Demands)

- Normal business hours are Monday - Friday, 9am - 5pm; however, this position may require some weekend and/or evening work to accommodate the services & programs offered by Mountain BizWorks and our partners
- Travel within the Western North Carolina region is expected for this position
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- Position duties are performed in a typical office environment, with minimal exposure to excessive noise or adverse environmental issues. Possible prolonged periods sitting at a desk and working on a computer. The employee may occasionally lift and/or move up to 20 pounds.

Location

Mountain BizWorks serves the mountain region of North Carolina with offices in Asheville and Boone. We have a hybrid work environment which enables remote work opportunities



throughout the WNC region. This position has flexibility to be based out of either of our fixed offices, or to use a hybrid approach.

Reporting Relationship: Reports to Director of Sector Development

Pay: Full-time, Salary

FLSA Classification: Exempt

COMPENSATION & BENEFITS

Mountain BizWorks provides a competitive salary, with the expected range for this position falling between \$42,500 - \$52,500/year. Full-time positions are additionally eligible for a comprehensive benefits package including the following:

- 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
- Professional Development Fund
- Sabbatical Leave Program
- Paid Time Off (PTO):
 - Earn 18 days/year the 1st year of employment
 - Earn 24 days/year after 1st year of employment
- Self-Care Fund
- Flexible schedule opportunities, as permitted by the role and workload

HOW TO APPLY →

*Mountain BizWorks is committed to fostering an environment of diversity and inclusion. We strongly encourage individuals from all backgrounds, cultures, and experiences to apply. **If you are passionate about our mission and believe in our values, but don't meet every qualification outlined below, we still encourage you to apply.** We value diverse life experiences and the unique perspectives they bring to our team. We understand that proficiency comes in different forms and we are committed to helping our staff grow, both personally and professionally.*

Qualified/interested candidates should email their resume and cover letter (optional) to careers@mountainbizworks.org with the subject line "Sector Development Program Coordinator". Initial applications are requested by July 15. Thereafter, the position will remain open until filled.