



The PRESIDENTS' COUNCIL

Building Economic Empowerment



The PRESIDENTS' COUNCIL
BUSINESS CHAMBER



THE PRESIDENTS' COUNCIL
F O U N D A T I O N

Supervisory Responsibilities: N/A
Contacts: Internal and External Clients
FLSA Status: Salary/Non-exempt
Hours: 40 hours per week required

Acting as a catalyst for inclusion, The Presidents' Council **Supports, Develops, and Advocates** for our region's current and future generations of African American entrepreneurs and leaders for sustainable wealth creation through **The Presidents' Council Investor's Group, The Presidents' Council Foundation, The Presidents' Council Business Chamber, and The Presidents' Council Political Action Committee;** affecting influence and accountability at ALL levels that directly impact African American businesses and the communities we serve.

The Presidents' Council, located in downtown Cleveland with convenient access to public transportation, seeks to hire a high energy **Excellence in Entrepreneurship, At Your Business (EEAYB) Program Coordinator**. Reporting to the Executive Director, this position will oversee all aspects of EEAYB programming including creating and maintaining relationships with clients, providers, and community partners. **This position requires 40 hours per week, with some evenings and weekends.**

The ideal candidate will be able to work independently with little or no supervision. This individual must quickly master protocols and procedures, adapt to a varied and changing workload, be well organized, task oriented and appreciate the challenge of working in a fast-paced environment. The ability to interact with staff (at all levels) and communicate effectively with clients, community partners, chamber members, and constituents in a high demand environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality is crucial to this role. Expert level written and verbal communication skills, strong decision-making ability, positive attitude, high standard of personal accountability, attention to detail, and eagerness to learn and apply new skills are equally important.

MUST HAVE:

- B.A. or B.S, preferably in business or non-profit
- Ability to meet deadlines under pressure and work collaboratively with staff at all levels
- Dedication to get the job done, whatever it takes
- Patience, high energy, enthusiasm in working with the public and helping others
- Competency in project management with demonstrated ability to think strategically; set goals and objectives, multi-task and execute strategy while maintaining a balanced perspective between the big picture and attention to detail
- Strong knowledge of MS Office, including Word, Excel, PowerPoint and Outlook
- Strong organizational, computer, problem-solving and analytical skills
- **Ability to thrive in a fast paced, high productivity work environment**

STRONGLY PREFER:

- Support experience in a non-profit and/or small office environment
- Experience successfully creating and/or driving program work

EEAYB Essential Functions:

Programming

This area of responsibility includes the implementation, management supervision and evaluation of the EEAYB program of The Presidents' Council, including scheduling, delivery and infrastructure, assistance with program promotion and events/outreach coordination; various administrative tasks.

Essential tasks include the following. Other responsibilities may be assigned

EEAYB Program Implementation and Infrastructure

- Develop and Manage the systems and processes for intake, evolution, and completion of individual client projects
- Identify and recommend new Preferred Providers; upon Executive Director approval, onboard based on established needs, metrics, and goals
- Attend all Business Growth Collaborate (BGC) Client Processing Meetings
- Identify and present clients to BGC
- Responsible for the supervision and management of the data management software (SalesForce via BGC portal)
- Evaluate program and provide feedback
- Report and discuss activity schedule with Executive Director
- Communicate policy and information to Executive Director
- Communicate program status with Executive Director on a weekly basis
- Compile, maintain and report monthly, quarterly and annual program statistics
- Analyze trends in the programs, identifying issues and developing and recommending solutions to Executive Director
- Develop, implement and evaluate recruitment strategies to expand the number of program participants
- Responsible for expansion of the program forming partnerships where appropriate
- Manage monthly business forums (PC Work it Wednesdays) including but not limited to
 - Developing varying delivery format to meet members needs
 - Identifying and creating session focus based on member feedback
 - Identifying and securing speakers
 - Identifying and securing meeting location
 - Creating and deploying satisfaction surveys

Public Relations

- Assist with program and event promotion
- Production of newsletter articles and other promotional materials
- Attend and/or present at relevant events, trade shows, volunteer fairs and organizations

Administration

- Interface with, and cultivate relationships with, professional and community partners
- Assist with program budget development
- Maintain program expenditures within budgeted parameters
- Apprise Executive Director of program and project status

Social Media

This area of responsibility includes creating compelling and dynamic content that will build and sustain awareness about EEAYB, using key Social Media sites such as Facebook, YouTube, Twitter, LinkedIn, etc. The EEAYB Program Coordinator will develop, implement and monitor social media campaigns across several platforms and will write and gather content for electronic publications, social media and blogs. A final report measuring and defining success and activities of the project will be produced with direction from the Executive Director.

Essential tasks include the following. Other responsibilities may be assigned

Social Media Content Creation:

- Provide EEAYB program specific content to the Social Media & Communications consultant
 - for external communication, blogs and social networking platforms: such as Facebook, LinkedIn, Twitter, YouTube and other community sites
 - to plan, organize and implement a range of social media programs and/or events
 - to capture new audiences, invite friends, create groups, create forums, edit and distribute new video, audio and photography footage of brand marketing activities for place on blogs, social networking sites, search engines and creation of podcasts/vodcasts

Other Duties as Assigned

***This job description may be changed to include new responsibilities and tasks or change existing ones as management deems necessary. Any changes or updates will be communicated by management. ***

FY 2019-2020 Goals for EE,AYB Program Coordinator

Below are the 2019 - 2020 goals for the EEAYB Coordinator. These will be used in performance evaluation. These goals will be in line with the goals of The Presidents' Council when it pertains to the EEAYB Program.

Programming

- I. Grow clients served**
 - a. By industry*
 - b. By referral source*
 - c. By company size*
 - d. By revenue*

- II. Track program participant statistics for grant reporting and program analysis**
 - Number of hours per service area
 - Number of dollars per service area
 - Overall hours per month, quarter, FY
 - Overall dollars per month, quarter, FY
 - Industry trends
 - Program Satisfaction
 - Quality of serve by preferred providers
 - Length of time per client, service area, and tends
 - Economic Impact
 - Number of Jobs created
 - Increase in revenue
 - Business Expansion
 - Other Trends and Revelations

- III. Create pipeline of Preferred Providers**
 - a. Consistently identify and engage qualified candidates to create a robust pool of Preferred Providers for Executive Director to vet and enter into Service Agreement where applicable

- IV. Increase EE alum engagement**
 - a. Engage EE alum to advise of EEAYB and provide service via PCBC EEAYB membership (or other membership level) or as BGC client.

- V. Increase PCWiW awareness and participation**

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Printed Full Name

Signature

Date