

Position Title: Assistant Director, Business Pathways
Department: Business Pathways host of Women's Business Center of the SBA
Reports To: Senior Director of Pathways
FLSA/ Status: Exempt/ Full Time
Hiring Range: \$65,000 to \$72,000 per year
Job Grade: 7
Created: May 2022

WHO WE ARE

Mi Casa Resource Center (MCRC) is committed to creating pathways of opportunity for low-income and underserved individuals. For more than 45 years, we have provided nationally recognized workforce, business, and youth development programs throughout Metro Denver. Currently, MCRC educates, trains, and supports youth and adults on their path to economic success. Additionally, MCRC partners with the area's most respected organizations to provide economic and educational services to assist families to achieve their economic goals and realize their dreams.

MCRC's suite of business services support entrepreneurs through all stages of business development helping them explore, launch, and grow their business through training and technical assistance, personalized consulting, access to capital, and holistic support services, with a significant portion of our content provided in Spanish. As the host of Colorado's only Women's Business Center (WBC), MCRC partners with the U.S. Small Business Administration (SBA) to help underserved entrepreneurs establish and grow businesses. In our business pathways work, we also partner with the US Patent & Trademarks Office (USPTO) to pair low-income inventors in five states with patent practitioners for patent preparation and legal services on a pro-bono (free) basis.

POSITION SUMMARY

Mi Casa Resource Center is seeking a professional with strong leadership, program management and relationship building skills combined with a passion for small businesses and entrepreneurship to join us as Assistant Director, Business Pathways.

The Assistant Director, Business Pathways is responsible managing a team of Business Advisors, Instructors and contract consultants that comprise the MCRC's Business Pathways (BP) team. This team supports entrepreneurs through all stages of business development helping them explore, launch, and grow their business through bilingual training, consulting, access to capital, and holistic support services. This role involves developing, planning, coordinating, supervising and managing the services of the program based on proven best practices.

The Assistant Director is responsible for managing the day-to-day operations and seamless delivery, quality control and evaluation of business pathways bilingual training and consulting services. The Assistant Director contributes to the strategic and operational plans of the department ensuring innovative, effective and efficient operations of the BP's programs. This role ensures high quality data collection by Advisors, Instructors and consultants; collaborates with team members, and serves as back up for Instructors or Advisors as necessary. They will also support promotion and recruitment for business classes in coordination with the Pathways Operations Manager.

KEY RESPONSIBILITIES

Leadership

- Collaborates with Senior Director of Pathways regarding business pathways program strategies, objectives and initiatives to achieve strategic, operational and performance goals.

Mission: Creating pathways to opportunity.

Vision: We envision a community where all people have the power to achieve their economic goals and realize their dreams.

- Contributes to the strategic direction for the Business Pathways department.
- Supervises Advisors and Instructors including hiring, training, coaching, and evaluating employees.
- Ensures that business pathways independent contractors are complying with the scope of work in their agreements.
- Implements strategic direction and provides technical support for the training and consulting services.
- Leads the department, monitoring program quality and evaluation for successful outcomes.
- Provides thought leadership on local/national entrepreneurship, small business ownership, lending and financing issues and positions MCRC as a leader and/or participant in effort as appropriate.
- Lead assigned staff committees as needed.

Participant Interaction

- Serves as back up for any instructors and Advisor/ Consultants as necessary.
- Provides assistance to MCRC's Business Pathways participants and consulting clients.

Operations

- Leads the ongoing improvement of program curriculum, technical assistance tools, resources and information.
- Develops and manages strategic community relationships, relationships with potential guest speakers, local partners, and other stakeholders.
- Manages the implementation and execution of the programming schedule, which will include trainings, consulting sessions, training for consultants, coordination with guest speakers' events and graduations.
- Ensures Business pathways training and consulting staff follow SBA and WBC procedures, protocols and are achieving WBC's goals.
- Ensures Business Pathways training and consulting staff are providing high quality service to participants.
- Supports marketing, outreach, recruitment and selection of program participants.
- Represents MCRC at community events, committees and networking opportunities.
- Contributes to the development and management of department budget.
- Develops & manages MOU's and contracts related to the department.

Independent Judgement

- Uses discretion in determining best ways to support participants and employees in challenging situations.

Evaluation

- Coordinates with Data & Outcomes Manager for departmental data collection.
- Assists the Operations Manager with evaluation of program outcomes, including data collection, input and participant evaluation surveys.
- Assists with data entry of information generated from consulting sessions as necessary.

Fundraising and Grant Management

- Collaborates with Development Team as required on funding and reporting.
- Assists with fundraising as needed.
- Assists with the management of and delivery of outcomes from department grants.

QUALIFICATIONS

- At least five (5) years' entrepreneurial experience and/or in classroom instruction, consulting/advising, related to planning, launching, managing, and growing a small business, or other related training field or equivalent experience.
- At least three (3) years of experience in business ownership/development or an equivalent combination of experience and education.
- At least five (5) years' supervisory experience with a demonstrated ability to manage others.

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- A bachelor's degree in business management or related field is preferred.
- Bilingual English/Spanish required.
- Outstanding written and verbal communication skills.
- Advanced proficiency in word processing, CRM databases and online learning platforms.
- Ability to work a flexible schedule including evenings and/or weekends.
- Background check is required.
- Valid Colorado Drivers' license, a good motor vehicle record and valid auto insurance and/or reliable transportation.

KEY COMPETENCIES

- Entrepreneurial drive and experience with the small business community
- Demonstrated ability to cultivate, build, and maintain strong working relationships with individuals from diverse backgrounds and perspectives
- Strong leadership, organization, and team and project management skills
- Excellent interpersonal communication, including ability to listen respectfully to different perspectives internally and externally
- Commitment to a strengths-based approach
- Experienced professional with an understanding of the barrier facing those living in poverty
- Strong networking, presentation, and group facilitation skills
- Excellent qualitative and analytical skills
- Budget and grant management
- Demonstrated skills in flexibility, adaptability, and dealing with ambiguity

MCRC provides a comprehensive benefits plan including employer sponsored medical, dental and vision benefits, employer paid life Insurance and disability benefits, paid vacation, 15 paid holidays and a retirement plan. This position is eligible for a hybrid schedule consisting of three in-office and two remote days.

Mi Casa Resource Center is an equal opportunity employer.

Interested persons should email a cover letter and resume to jobs@MiCasaResourceCenter.org by June 15, 2022. Interviews may occur as qualified candidates apply.