

**Tacoma
Urban League**

*Empowering Communities.
Changing Lives.*

2020 Small Business Support Navigator

Tacoma Urban League's mission is to assist African Americans and other underserved urban residents in the achievement of social equality and economic independence.

For 50 years the Tacoma Urban League has worked in a variety of ways to strengthen and support the local African American community. Founded in 1968, the Tacoma Urban League is devoted to empowering African Americans and other disenfranchised groups to enter the economic and social mainstream. From its earliest days in the civil rights movement, through years of partnership with government and public agencies, the Tacoma Urban League has been a beacon of hope and a catalyst for change in the South Puget Sound African American community.

The Small Business Support Navigator will support the development & dissemination of resources for small business by researching services and opportunities in partnership with community organizations, banks and other small business support.

Qualifications:

- Must have a Bachelors degree
- Must have excellent verbal and written communication skills
- Must have a good work ethic, creative minded, positive and optimistic
- Must have reliable transportation, current automobile insurance and valid driver's license
- Must be 18 or over
- Must be willing to accept training and feedback
- Must have strong time management skills
- Must be able to pass a Washington State Patrol Background Check

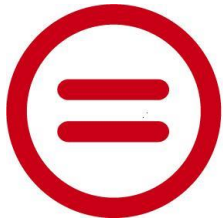
Regular Schedule: Up to 40 hours per week - Full-Time Position - \$20/hour

This position is temporary (August 2020 - November 2020) and reports to the President & CEO.

Position Responsibilities:

- Upholds Tacoma Urban League's and partner organization's policies and procedures including policies and procedures that support safety and professional boundaries.
- Coordinates and collaborates with various organizations as well as interaction with the general public.
- As needed, design targeted materials using graphic design services.
- Use a variety of methods including media, online presence, and social media venues to market the availability of technical assistance
- Use community connections and partnerships to promote available resources services.
- Disseminate grant opportunity and initiative information related to small businesses.
- Provide information, navigational assistance, technical assistance, coaching, mentoring education and follow-up tracking services to small business owners

2550 S Yakima Ave, Ste A • Tacoma, WA 98405 • 253.383.2007 • 253.383.4818 Fax
www.thetacomaurbanleague.org



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- Using distribution lists, other organizations, and social media channels conduct broad and ongoing outreach through several channels including but not limited to email and phone.
- Provide assistance as appropriate including in-person (as appropriate and safe), via phone, online meeting platforms and email.
- Follow up to identify gaps and barriers to participation in application processes or access to resources.
 - Receiving requests, triaging and referring requestors to staff to receive individual assistance.
 - Referring inquiries to other relevant assistance providers.
 - Engage and collaborate with the City leaders and programs, Community Action agencies, Associate Development Organizations, banks, credit unions and other business counselors, community partners, etc.
 - Obtain/provide translation services as needed.
 - Reports progress to the president.
 - Performs other related duties as required.

Licenses and Certificates

Possession of a valid driver's license is required at the time of application.

Character Requirements

All applicants must be of good moral character.

Competencies

Accuracy and Attention to Detail – Understanding of the necessity and value of accuracy and attention to detail; ability to process information with high levels of accuracy.

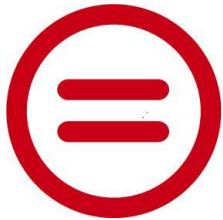
Confidentiality – Knowledge of practices and policies governing disclosure of information about the organization, its business activities, and employees; ability to apply this knowledge appropriately to diverse situations.

Desktop Tools – Knowledge of and ability to use office support tools available on the desktop (e.g., word processing, e-mail, presentation software and spreadsheets).

Effective Communications – Understanding of effective communication concepts, tools and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application of appropriate communication behaviors.

Flexibility and Adaptability – Knowledge of successful approaches, tools, and techniques for dealing with changes and adapting to a changing environment; ability to adapt as needed.

Listening – Knowledge of effective listening issues and techniques; ability to gather, clarify, and apply information transmitted verbally, while exhibiting a genuine interest toward the speaker.



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Office Administration – Ability to carry out ongoing office administration tasks effectively and efficiently in support of local and remote teams.

Email documents to:
ATTN: President & CEO
president@thetacomaurbanleague.org

Special Requirements

The successful candidate must be a self-starter with excellent written and verbal communication skills along with superior time management, organizational skills, and attention to detail. Strong customer service and project management skills are critical to this role. Necessary essential skills include maintaining positive, professional interactions with employees, elected officials, and the public; representing the Tacoma Urban League at internal or external meetings.

The work of this position is essentially sedentary, but will involve walking, other limited physical activity and occasional travel as needed using personal vehicle.

This position requires working days, evenings and/or weekends.