



## Position Announcement | Program Manager

### ABOUT US

Since 1979 we have empowered small business owners in the Bay Area, beginning in Oakland and expanding to serve San Francisco and veteran-owned businesses in California. Through our core services we help small businesses expand in size, increase their profits, and reach their goals. We are honored to work with successful, innovative, and community oriented entrepreneurs. We believe in the power of entrepreneurship to transform lives and communities. In the last 10 years Main Street Launch deployed over \$64 million dollars in loan capital. Our borrowers have created thousands of new jobs in the Bay Area. Our vision is to empower small business owners to succeed, transforming their lives and helping their communities thrive.

### POSITION DESCRIPTION

This position reports to the Executive Vice President of Diverse Markets. The Program Manager is responsible for designing, developing, organizing, and implementing effective programmatic initiatives for a diverse small business entrepreneurial market. The role has broad responsibilities for helping diverse-owned businesses achieve financial success and create jobs, increasing economic opportunity for the entrepreneur and for the employees of the business. The program manager must understand the driving forces behind diverse entrepreneurship. This key position involves both short and long term programs that inspire, educate and attract diverse entrepreneurs who are considering starting a business or enhancing an existing business.

### Position Role & Responsibilities:

- Identify, develop and manage entrepreneur pipeline. Evaluate progress of program participants and interface with program consultants.
- Design, establish and implement workshops & program elements that drive value for program participants.
- Serve as program lead for collaboration with strategic partner organizations and implement practices that drive density and fluidity of entrepreneurial ecosystem.
- Identify, recruit, and collaborate with academic, business and policy organizations to establish a working relationship that supports diverse entrepreneurs.
- Be recognized as a key point of contact for community, business owners, and local government officials.
- Manage existing program components and develop digital capacity to expand program service delivery.
- Leverage social media to help build program capacity.
- Assist in coordinating files and documentation.
- Support Main Street Launch diverse businesses both virtually and in-person to help build a stable ecosystem among entrepreneurs and partners.
- Screen all program inquires and maintain a database.
- Represent Main Street Launch at industry events and help cultivate entrepreneurs for new lending opportunities.
- Develop and implement special programs or projects as needed to support small businesses.

### BENEFITS

All full time employees are eligible for generous medical, dental, vision, paid time-off and 401(k) benefits.

### QUALIFICATIONS

- B.A. or B.S. Business Administration.
- 2+ years of experience in program management.
- 1+ years of experience with Salesforce CRM.



# MAIN STREET LAUNCH

- Business acumen within one of more of the following areas desirable: commercial lending, business consulting, marketing, social media, websites.
- Position based in Stockton, California. Strong preference given for candidates with extensive knowledge of Stockton area small businesses, and public and private entities serving small business.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Demonstrated understanding of issues facing diverse entrepreneurs.
- Self-starter who can work with minimal supervision and be comfortable in an evolving nonprofit environment.
- Consistently exercises good judgement; understands when to ask for consultation; anticipates potential obstacles and possible solutions; able to pivot to resolve complex situations.
- Personal qualities of integrity, credibility, and commitment to the organization with a passion for economic development and empowering business entrepreneurs.
- Good people skills with experience collaborating in a multi-disciplinary, diverse, and dynamic team.
- Demonstrated ability to set priorities, meet deadlines and maintain emotional control in a fast-paced setting.
- Demonstrated skill in group presentation and public speaking.
- Ability to express oneself clearly and articulately both orally and in writing.
- Ability to make decisions and take initiative in problem and conflict resolution.
- Ability to exercise tact and responsibility with handling confidential information.

## **ENVIRONMENTAL CONDITIONS**

The work environment characteristics and physical effort described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to a wide range of small business locations in the Stockton community and surrounding areas approximately 50% of the time and 50% in an office setting. Work assignments are diversified and may cause stress in meeting tight deadlines with scheduling requirements. The physical requirements of the job are for employees to talk, hear, bend/stoop, sitting, standing, and/or walking for up to 8 hours per day. Furthermore, the job requires employees to lift/carry/push or pull up to 25 pounds with or without assistance.

### **How to Apply:**

Qualified candidates must submit a resume and cover letter highlighting their relevant experience to [careers@mainstreetlaunch.org](mailto:careers@mainstreetlaunch.org) with "Program Manager" in the email subject line.

***Main Street Launch will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the San Francisco Fair Chance Ordinance.***