

Job Title: ETP Manager
Job Category: Social Services
Primary Location: Los Angeles 90011
Department: Business Source Center (BSC)
Reports To: Program Director
Direct Reports: Yes
Seniority Level: Mid-Career
FLSA Status: Exempt
Job Type: Full Time
Travel: No

POSITION SUMMARY

The ETP Program Manager's primary responsibilities are to manage the day-to-day activities of the Entrepreneurial Training Program in support of the Los Angeles Business Source Center and contract, interfacing with subcontractors, managing program content and initiatives, case management, and relationships in the community. Measures and documents the implementation status of this BSC initiative to ensure Program services and grant requirements are fulfilled. Responsible for assigning goals and benchmarks and ensuring that all members of staff understand this program and have the training and material support they need.

The Program Manager organizes programs and activities, and engages in client recruitment, workshop presentation and data gathering in support of the Business Source Center to ensure it meets its stated goals.

Regular interaction with the Program Managers is expected to provide program updates and report on the program status. The Program Manager is responsible for serving a small caseload of clients to share the workload and to ensure that he/she understands how ICON serve customers as he/she promotes the program and builds partnerships.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Collaborating with the Director and other members of the program team to implement and improve departmental needs.
2. Intake BSC clients who wish to start a business or are less than 12 months in business.
3. Develop and manage the presentation of an 8-week Entrepreneurial Training Workshop series.

4. Supervise and support speakers and workshop presenters with a diverse array of talents and responsibilities.
5. Recruit and train 20-30 startups per quarter.
6. Support and coordinate strategic priorities and goals established in CRCD's 5-year strategic plan.
7. Collaborate with the marketing and communications team to share our program success and strategic marketing
8. Meeting quantitative program growth goals
9. Ensuring goals are met including customer satisfaction, safety, quality, and team member performance.
10. Manage a small caseload of Microenterprises and Small Businesses (less than 20)
11. Identify needs and lead the development of new tools and materials (i.e. business plan template, flyer design, etc.)
12. Work closely with CRCD's Learning & Evaluation Team to monitor data integrity, track progress towards performance targets, and analyze data to inform program design and delivery.
13. Ensuring goals are met including customer satisfaction, safety, quality, and team member performance.
14. Promote a positive, collaborative work environment and culture of accountability.
15. Ensure all clients paperwork and data collection is complete, timely, accurate, and current in agency records and electronic database.
16. Ensure data entry and maintenance of program-required data systems are complete, timely, and accurate.
17. Define, document, implement, and track program-specific policies, procedures, standards, and metrics
18. Develop and plan strategically for future programmatic and service needs and community partnerships.
19. Uphold CRCD's Mission/Vision and 5 Year Strategic Plan.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in a related field or 5 years of equivalent experience.
2. 3-5 years of Business Services work experience
3. Experience in coordinating services with outside agencies and with administrative systems & databases.
4. Able to learn quickly and work effectively with a wide range of communities and with minimal supervision.
5. 2+ years of supervision experience (Preferably in non-profit and human services)

6. Reliable, flexible team player who works well with minimal supervision, who has a good work ethic, and an ability to set and maintain personal boundaries.
7. Demonstrated ability to work on multiple projects simultaneously and to meet deadlines.
8. A high degree of personal and professional integrity: a strong role model for youth
9. Experience developing one-on-one relationships with youth of different backgrounds and abilities
10. Comfortable in a fast-paced, changing environment
11. Excellent interpersonal, listening, written and verbal communication skills
12. Exceptional attention to detail
13. An ability to network and build alliances
14. Willingness to travel to schools, business, and partner organizations South Los Angeles and the LA region.
15. Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.
16. Must display professional and appropriate email etiquette
17. Must display the ability to facilitate small and large groups
18. Proficient in Microsoft Office (Excel, Word, Power Point)
19. Proficient written and oral communication skills
20. Bilingual in English/Spanish preferred
21. Ability to work on weekends.

WORK ENVIRONMENT

1. On occasion walk or drive to different local sites throughout the day
2. Regularly required to sit, stand, bend, and occasionally lift or carry up to 35 lbs.
3. Combination of field and office environment
4. May necessitate working in busy and loud environments
5. May be exposed to elements like cold, heat, dust, noise, and odor
6. May participate in training and staff development that requires local and out of state travel
7. Work regularly in a community that is exposed to gang activity, substance use, homelessness, and high unemployment rates.
8. Must be available on call for emergency crisis situations with the ability to respond after work hours as needed for emergencies.
9. This is not a work-from-home position

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

1. Encompass a “do whatever it takes approach” to serving our community
2. Always maintain a safe work environment and confidentiality.
3. Be proactive, creative, and flexible in determining, evaluating, researching, and resolving issues.
4. Organize and prioritize multiple activities to meet all external and internal deadlines.
5. Maintain professional demeanor that reflects positively on the agency.
6. Demonstrate respect and courtesy toward others.
7. Able to thrive in a work environment emphasizing teamwork and collaboration.
8. Respond in a timely manner in all aspects of communication.
9. Regular and prompt attendance in the office is required
10. Work with limited to minimum supervision.
11. *Perform other duties as assigned by your supervisor and or executive team.*

BENEFITS

- Dental, Vision, Medical Benefits: CRCD is in the top 10% for excellent employee benefits for non-profit organizations. CRCD offers 80% employee paid and 60% dependent paid medical
- 401K eligibility to participate from day one and up to 3% matching after one year
- Flexible Spending Account (FSA)
- Short-Term & Long-Term Disability, Accident, and Hospital Indemnity
- Whole Life Insurance, College Funding Plans/529 Savings Plan from Principal
- Pet insurance, Legal/ID Theft
- Generous work/life balance
- 13 Paid Holidays

CRCD is a mandatory vaccination employer for COVID-19 and its variants. COVID-19 vaccination is mandatory for employment. As such, all CRCD employees must be fully vaccinated against COVID-19, including new hires. All new hires must provide proof of vaccination on or before their start date; alternatively, new hires may request a medical or religious exemption on or before their start date. If a new hire requires a medical or religious exemption, CRCD will engage in the interactive process with the new hire; a new hire cannot begin working for CRCD until the medical or religious exemption application has been approved. Similarly, if a new hire is not yet vaccinated, CRCD will delay the start date until the new hire can provide proof of vaccination or approval of a medical or religious exemption application.

All candidates are subject to a criminal history check and meet CRCD’s criteria regarding criminal history and must pass background check conducted by LA County. CRCD is an Equal Opportunity Employer is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation. Please direct requests for Reasonable Accommodations to the interview scheduler at the time the interview is being scheduled. You may direct any additional questions regarding Reasonable Accommodations or Equal Employment Opportunity for this position(s) to the EEO/ADA Coordinator. EEO /ADA Coordinator contact: Stacey Cabling (213) 743-6193.

ACKNOWLEDGEMENT

Employee Incumbent Name

Employee Signature

Date

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