

## ETP MANAGER

The ETP 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 ETP 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 ETP Manager is responsible for serving a small caseload of clients to share the workload and to ensure that they understand how CRCD serves customers as they promote the program and build partnerships.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Collaborating with the Director and other members of the program team to implement and improve departmental needs.
- Intake BSC clients who wish to start a business or are less than 12 months in business.
- Develop and manage the presentation of an 8-week Entrepreneurial Training Workshop series.
- Supervise and support speakers and workshop presenters with a diverse array of talents and responsibilities.
- Recruit and train 20-30 startups per quarter.
- Support and coordinate strategic priorities and goals established in CRCD's 5-year strategic plan.
- Collaborate with the marketing and communications team to share our program success and strategic marketing

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### **ESSENTIAL DUTIES & RESPONSIBILITIES - CONTINUED**

- Meeting quantitative program growth goals
- Ensuring goals are met including customer satisfaction, safety, quality, and team member performance.
- Manage a small caseload of Microenterprises and Small Businesses (less than 20)
- Identify needs and lead the development of new tools and materials (i.e. business plan template, flyer design, etc.)
- 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.
- Ensuring goals are met including customer satisfaction, safety, quality, and team member performance.
- Promote a positive, collaborative work environment and culture of accountability.
- Ensure all clients paperwork and data collection is complete, timely, accurate, and current in agency records and electronic database.
- Ensure data entry and maintenance of program-required data systems are complete, timely, and accurate.
- Define, document, implement, and track program-specific policies, procedures, standards, and metrics
- Develop and plan strategically for future programmatic and service needs and community partnerships.
- Uphold CRCD's Mission/Vision and 5 Year Strategic Plan.

### **MINIMUM QUALIFICATIONS**

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

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- **Able to learn quickly and work effectively with a wide range of communities and with minimal supervision.**
- **2+ years of supervision experience (Preferably in non-profit and human services)**
- **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.**
- **Demonstrated ability to work on multiple projects simultaneously and to meet deadlines.**
- **A high degree of personal and professional integrity: a strong role model for youth**
- **Experience developing one-on-one relationships with youth of different backgrounds and abilities**
- **Comfortable in a fast-paced, changing environment**
- **Excellent interpersonal, listening, written and verbal communication skills**
- **Exceptional attention to detail**
- **An ability to network and build alliances**
- **Willingness to travel to schools, business, and partner organizations South Los Angeles and the LA region.**
- **Reliable transportation: valid driver's license, and car insurance as required by law, as appropriate.**
- **Must display professional and appropriate email etiquette**
- **Must display the ability to facilitate small and large groups**
- **Proficient in Microsoft Office (Excel, Word, Power Point)**
- **Proficient written and oral communication skills**
- **Bilingual in English/Spanish preferred**
- **Ability to work on weekends.**