



## Job Description Programs Coordinator

**JOB TITLE:** Programs Coordinator

**REPORTS TO:** Programs Director

**SUPERVISES:** N/A

**STATUS:** Full-Time

**SALARY AND BENEFITS:** \$45,000 - \$52,000 per annum, commensurate with experience, plus full benefits including generous PTO policy, company-paid health insurance, 401-K match

### Organization Overview:

Over the last 12 years, BUILD Institute has grown into a nationally recognized provider of micro-entrepreneurial education and support dedicated to serving micro-business owners who are the backbone of our community. We empower under-resourced and underserved individuals and communities to grow micro-businesses creating pathways out of poverty and building wealth for BIPOC (Black, Indigenous, People of Color) and women microentrepreneurs and their families, thereby promoting our participant's financial, psychological, and physical health and wellbeing.

As a champion of the under-resourced and underserved, BUILD is a nurturing organization that addresses the whole person through access to education, personal and professional development, start-up resources, and a supportive, engaged community. BUILD works to shift the commonly held belief that states the success of micro-business start-ups should be immediate and big, that making investments outside of technology is bad, and that investing in Black/African American, Latinx, women, and under-resourced and underserved micro-businesses is risky and comes with a lower return on investment

### BUILD Institute Programs Coordinator

The Programs Coordinator reports directly to the Programs Director and will assist with educational programming and resources, which include classes, workshops, training and some events. The Program Coordinator will support the mission of BUILD by engaging with staff and community partners. In addition, the Programs Coordinator will assist with administration and operations tasks, including, but not limited to, answering incoming phone calls & inquiries, and maintaining an office inventory. The Programs Coordinator is committed to providing a positive experience for internal and external stakeholders through providing clear, efficient communication in person, through email, and over the phone.

### Key Responsibilities:

Job descriptions do not typically include every duty or responsibility that a person in the role may be asked to perform. The following is a thoughtful list based on current needs.

- Assist with Management of BUILD Institute's programs and partnered programs.
- Work with course facilitators and Program Manager to determine needs and logistics for each course.
- Assist with hosting and supporting program events.
- Coordinates and implements Detroit Soup events, including managing ticket purchases, communicating with ideators, and running the day-of event coordination.
- Perform required program evaluation and survey administration.



- Initiate and maintain email and telephone communication with program participants
- Assist with managing class schedules and rosters.
- Assemble and prepare course materials.
- Provides a warm and professional reception for visitors to the office and for calls and emails received.
- Monitors the inventory of office supplies and general goods and materials.
- Assist with maintaining an orderly, functional space through oversight of the office environment
- Supports the Operations Manager with the daily tasks of running the work and events space, as needed.
- Supports the Capital Director in implementation of Detroit Soup events.
- Other duties, as assigned.

**Qualifications:**

- Bachelor's degree or equivalent relevant experience in related field, such as business, economic development community development, customer relations and/or program management from an accredited college or university.
- Previous experience working in economic development, business development, and/or community development.
- Highly developed interpersonal and communication skills.
- Acute customer service instincts
- Strong organizational and time management skills.
- Ability to work independently.
- Ability to be nimble and to adapt to changing environments.
- Ability to maintain a flexible schedule.
- Must have a passion and interest for small business advocacy and growth.
- Cultural knowledge of key underserved/under-resourced populations that will be served to address disparities that exist as it relates to entrepreneurship.
- Familiarity with the Detroit entrepreneurial ecosystem is a plus.

Salary commensurate with experience.

