



Entrepreneur Center Client Manager

The South Bronx Overall Economic Development Corporation's (SoBro) mission is to enhance the quality of life in the South Bronx by strengthening businesses and creating innovative economic, housing, educational and career development programs for youth and adults.

SoBro's programs include spurring economic development, building affordable housing, adult education, workforce development, helping at-risk youth to succeed, and producing other positive outcomes for South Bronx residents and employers.

As we approach our 50th anniversary in 2022, SoBro intends to become a 21st century community and economic development organization doing vital work in the communities we serve, incorporating the values of equity, sustainability, strong business practices and advocacy into the foundation of this anchor institution.

Overview of the Position

The Entrepreneur Center Client Manager (ECCM) supports the launch, establishment and growth of businesses in the Bronx and surrounding communities. This position requires strong relationship building skills, innovative thinking in program design and delivery. Incorporate metrics and partners to expand the services available for business owners. The incumbent will conduct webinar/workshops, one-on-one consulting, outreach/marketing and other essential services for the success of business clients.

The incumbent serves as a liaison between SoBro and its business clients ensure excellent customer services and client satisfaction. He/she manages client relationships, supports clients through the business services delivered.

The incumbents work is to help entrepreneurs and business owners achieve their goals, by assisting them through the menu of business development services available at SoBro. The incumbent will also conduct outreach to bring in new entrepreneurial clients. This role will require the individual to support and encourage business growth and development by helping businesses access various financial and business incentives and/or assistance programs.

This position requires the creation of presentations and information to inform potential or existing clients about SoBro's services. He/she must ensure that clients are satisfied with the services and will bring in repeated business by helping entrepreneurs launch, establish and grow their business.

The ECCM will ensure the center it is well organized and managed as a part of the larger entrepreneurial ecosystem of the Bronx. One that is increasingly visible, accessible, and connected inside and outside the community. The incumbent will manage client transition/services within SoBro's business services. The ECCM will be responsible for identifying, designing and implementing best practices, models and other services that will best meet the needs of entrepreneurs through innovation. Oversight of and responsibility for success of developing the entrepreneur center and client services.

Responsibilities

- Provide leadership and oversight of innovation and entrepreneurship operations for the Entrepreneur Center.
- Maintain client database for the department
- Develop and implement a strategic plan to facilitate research-based partnerships; lead and support the development of a culture of innovation.
- Function as the primary interface to our clients which includes: assessments, placement; follow-up
- Ongoing "account management"/client support as needed.

- Ensure that services are integrated and coordinated so that clients are supported by service-oriented team members who promote innovation and entrepreneurship
- Support participants by developing and maintaining simple and clear processes that support innovation and growth
- Develop service procedures, policies, and standards for the center
- Keep accurate records and document client services
- Keep ahead of industry's developments and apply best practices to areas of improvement
- Assist with business planning development through classroom sessions and/or one-on-one
- Ensure a responsive and engaging process that links participants with opportunities and the needs of potential external partners.
- Establish and track metrics that support success
- Engage, foster, develop and grow strategic partnerships and collaborations that enhance the business department's competencies, reputation and economic impact.
- Develop and maintain relationships with external public- and private-sector entities including local, federal and state agencies, research centers, foundations, business, and industries.
- Provide input on program development, research and writing
- Manage multiple ongoing projects with differing degrees of complexity and varying scales.
- Collaborate closely with other departments in the organization.
- Support grant-writing process for program growth and sustainability.
- Develop innovative programs to support the innovation and entrepreneurship initiatives with stakeholders across the government agencies
- Development and implementation of strategies to assist in measurable Innovation and Entrepreneurship outcomes for participants.
- Participate in and assure quality teaching and training

Qualifications

- Prior work experience in economic development through business, including three years of first-person experience in startups or small business.
- Demonstrated success in developing and delivering educational entrepreneurship programs is preferred.
- Minimum of three years working with entrepreneurs and small business owners
- The candidate should provide evidence of successfully collaborating with diverse communities, and governmental (local, state and federal) agencies.
- The successful candidate must have demonstrated ability to work as part of a diverse team.

Job Type: Full-time

Benefits:

- 401(k); Dental insurance; Health insurance; Life insurance; Paid time off; Vision insurance

Education:

- Master's (Preferred)

How to Apply

Interested parties should:

- Apply within the hosting jobsite (preferred)
- Send resume to Esther Gonzalez, SoBRO, 555 Bergen Avenue, Bronx, N.Y. 10455

NO PHONE CALLS FROM AGENCIES OR RECRUITERS PLEASE!

SoBro provides equal employment opportunity for all applicants for employment without unlawful discrimination as to race, creed, color, national origin, sex, age, disability, marital status, sexual orientation or citizenship status.

Auxiliary aids and services are available upon request to individuals with disabilities

TTY/TDD: 1-800 662-1220 / Voice Relay: 1-800-421-1220