



ABOUT US: Ventures is a Seattle-based nonprofit that empowers aspiring entrepreneurs with limited resources and unlimited potential to improve their lives through small business ownership. We provide access to business training, capital, coaching and hands-on learning opportunities for entrepreneurs. We serve those in our community for whom traditional business development services are out of reach, with a focus on women, people of color, immigrants, and individuals with low income. Our ultimate goal is to support individuals to increase their income potential, achieve long-term financial stability, and provide for their families, and enrich their communities through small business ownership.

WHAT IT'S LIKE TO WORK FOR VENTURES: Ventures strives to provide impactful programs, while maintaining a healthy work-life balance and positive, team-oriented atmosphere. Our core values are Diversity, Integrity, Community, Empowerment, Innovation, and Client Success. Our team typically consists of 10-20 employees, plus a corps of contractors and volunteers, as well as an engaged Board of Directors.

POSITION OVERVIEW: The purpose of the Program Coordinator position is to support and enhance Ventures client programming with front desk reception, detailed administrative support and coordination of data collection, storage and analysis as well as overseeing logistics for all Ventures business training programs.

RESPONSIBILITIES:

Other duties may be assigned as needed.

Program Coordination (50%)

- **Reception:** Greet visitors and answer front desk phone; provide thorough and compassionate guidance to prospective and existing clients and other visitors to the Ventures main office.
 - Answer questions about programs and organization in Spanish and English and other communications as necessary.
 - Enroll clients in programs and connect clients with appropriate staff members for support.

- **Logistics:** Work collaboratively with Training Department staff to implement the annual training programs plan. This includes the coordination of Orientations, Business Basics, Business Training courses, Legal Clinic, and industry specific trainings.
 - Create activities and registration links for classes in client database.
 - Support with room reservations, material preparation, equipment needs and room set-up.
 - Support in the registering of clients for upcoming workshops and trainings; send reminders to clients before workshops and classes.
 - Assist with program graduations, create certificates, bring supplies day-of, set up, and take pictures.
 - Support with client registration processes at programs and classes; check-in, applications, attendance, fee collection, and evaluation collection.
 - Work closely with Evaluation & Data Manager to ensure that all data systems are in place for effective program management.

Evaluation Coordination (20%)

- **Application and Survey Administration:** Prepare all applications and surveys, collect client income verification, payment receipts, applications and surveys.
- **Data Entry:** Responsible for accurate and timely data entry for both the Training and Financial Services Departments – complete or delegate data entry as necessary throughout the duration of programs.
- **Data Analysis:** Assist with data analysis for both the Training and Financial Services Departments.

Financial Services Coordination (30%)

- **Coordinate Financial Recordkeeping:** Responsible for back-end administration of loan and matched savings programs, including maintaining records in databases and tracking outcomes in Excel.
- **Process Statements:** Process ongoing client statements for loans and matched savings program on schedule.
- **Payment Collection and Processing:** Ensure high level of accuracy and client service for Ventures microloan program, including but not limited to setting up accounts, payment transactions, loan restructuring/re-issuing and accrued interest tracking and final loan payments. Monthly invoicing of all outstanding loans.
- **Loan Data Systems:** Create and maintain current/accurate paper files and electronic loan files in loan database
- **Loan Grant Reporting:** Coordinate loan information to federal funders, submit monthly report to credit bureaus.

DESIRED QUALIFICATIONS:

- Written and verbal fluency in English and Spanish preferred;
- Resourcefulness – willingness to go find the answer to a question or problem;
- Ability to work both independently and collaboratively, and to work with a variety of personalities and work styles;
- Ability to function in a complex fast-paced work environment, set appropriate priorities, and deal effectively with numerous simultaneous requirements;
- Excellent organizational skills, with high degree of attention to detail;
- High aptitude for learning new systems and processes;
- Strong problem-solving skills and the ability to come up with innovative and creative solutions or improvements to internal processes;
- Ability to think & plan ahead as well as manage multiple projects at the same time;



Building businesses, changing lives

- Strong computer & technology skills, including MS Office Suite (Word, Excel, Outlook) & basic computer maintenance knowledge;
- Commitment to protecting the reputation and integrity of clients and staff through strict confidentiality;
- Experience with low income individuals and people from diverse backgrounds preferred.

STAFF-WIDE EXPECTATIONS:

All staff are expected to engage in activities that contribute to the general wellbeing of the organization. Unless specifically stated otherwise, staff should expect to:

- Adhere to and demonstrate the Ventures core values in their work;
- Participate in staff meetings, workgroups and committees, etc.,
- Contribute to the cleanliness and organization of the physical environment;
- Attend and participate in client and volunteer events when practical;
- Support fund development through activities such as attending and bringing guests to events, bringing content expertise to grant writing or donor solicitations, adhering to brand guidelines etc.;
- Exhibit the Ventures core values: integrity, diversity, empowerment, community, innovation, and client-success.

PHYSICAL DEMANDS / WORKING CONDITIONS:

The employee must be able to operate a computer and other office equipment, speak and listen on the telephone, and accurately see and interpret columns of numbers.

TO APPLY:

Please submit a resume and cover letter to:

Laura Fletcher, Director of Financial and Specialized Services
lfletcher@venturesnonprofit.org

Applications accepted through **Friday, September 22, 2017** but applications will be considered on a rolling basis.

Please note – An employment offer will be contingent upon completion of a background check.

Compensation Package

- Starting Rate: \$17-\$19 per hour, 40 hours per week

Ventures maintains a competitive compensation package; within budget constraints, you will be eligible for performance-based raises on an annual basis.

- Medical and Dental Insurance
- Flexible Spending Account
- 403b Retirement Account
- Subsidized ORCA pass
- Annual professional development allowance
- 15 paid holidays per year
- 17 paid vacation days per year
- 12 paid sick days per year
- Work from home Fridays

Logistics

- Schedule: 40 hours per week, will include some evenings (after 6pm), remote work on Fridays, front desk reception duties Monday-Thursday, 1pm-5:30pm
- Location: 2100 24th Avenue S., Ste 380, Seattle, WA 98144
- Desired Start Date: 10/15/2017
- Reports of the Director of Financial and Specialized Services

This position description generally describes the principle functions of the position and the level of knowledge and skills typically required. It does not constitute an employment agreement between the employer and the employee, and it is subject to change as the needs of the employer and the requirements of the job change.

Ventures is an Equal Opportunity Employer. Applications are considered without regard to race, age, sex, color, creed, religion, disability, national origin, marital status, mental or physical handicap, sexual orientation (heterosexuality, homosexuality, bisexuality and gender expression of identity) or any other classification protected by law