

Job Title: JWBC Programs Manager

FLSA: Non-Exempt

Date: August 2024

Job Summary:

The Jacksonville Women’s Business Center (JWBC) Programs Manager routinely provides supervision of a program or multiple programs to achieve division targets. Develops solutions to program challenges related to income, recruitment, and volunteer management of all JWBC programs. Cultivates member engagement in JWBC programs. Makes recommendations on program sustainability.

The JWBC Programs Manager responsibilities include administrative support, collaboration, cultivating community relationships, delivering internal/external communications, program management, member engagement, program optimization, scheduling, tracking, financial management, planning, process improvement and meeting program goals.

Reports to: Director, Jacksonville Women’s Business Center

Essential Duties and Responsibilities:

- Conduct one-on-one counseling sessions with participants, via telephone, in person, and virtually.
- Conduct quality assurance on major programs quarterly.
- Collaborate with Venture Services team and JWBC advisory board to implement strategic directives and action plans.
- Utilize technology (Smart Boards, Interactive Tools, AI) to enhance customer and member experiences with the division.
- Overall management of one or more entrepreneurial programs.
- Manage events, graduations, programs, and other related workshops/ activities, oversee resource providers, and volunteers connected with the program.
- Generate revenue (program income and/or sponsors) by recruiting participants or sponsors to support the programs.
- Serve as representative with community related organizations and projects.
- Set training schedules and client appointments for JWBC.
- Work with SBA, SCORE, SBDC and other resource providers in serving participants in delivering program.
- Monitor program activities; maintaining the appearance of the meeting rooms for educational sessions and external sites for division.
- Maintain documentation for accurate reporting of program data.
- Prepare reports to highlight program success and progress.
- Assist with design and promotion of programs & services to community.
- Process revenue for all events, forwarding the money and appropriate forms to Chamber Finance department. Follow-up with any discrepancies related to the payments received.
- Process purchase orders for approved expenditures.

- Assist with or assign setting up and taking down equipment for meetings/events.
- Oversee registration and RSVPs for programs.
- Print and maintain materials for in-house sessions, external events and set up for both.
- Attend and participate in major business trade fairs, seminars and workshops.
- Develop and coordinate supplier diversity efforts.
- Provide support as needed for Chamber business and other duties as assigned.
- Create weekly social media post and manage JWBC's various social media accounts.
- Create and manage the newsletter containing information relevant to the department's activities.

The above cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities an incumbent may be expected or asked to perform.

Education and Experience Requirements:

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- College graduate preferred or equivalent experience acceptable
 - 2+ years of experience in clerical and general office duties required.

Knowledge/Skills/Abilities:

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- Ability to work effectively with all levels of internal and external associates/customers/colleagues.
 - Demonstrated ability to effectively communicate both verbally and in writing.
 - Ability to develop and maintain collaborative relationships with all levels within the organization.
 - Ability to follow through on assignments and tasks, complete tasks in a timely manner
 - Ability to problem-solve as needed.
 - Demonstrate accurate and detail-oriented database skills.
 - Ability to manage multiple priorities and supervisors.
 - Possess intermediate to advanced level knowledge of Microsoft Office software applications, i.e.: including word, excel, power point and mail merge for various projects.
 - Ability to work with minimal supervision.

Skill Requirements: (X = Required for job)			
X	Utilize internet web sites/functions	X	Public speaking/group presentations
X	Utilize word processing software	X	Reasoning and logic
X	Utilize spreadsheet software		Leadership and supervisory
X	Utilize database software	X	Retrieve and compile information
X	Typing/computer keyboard	X	Maintain records/logs

X	Analyze and interpret information	X	Verify data and information
X	Ability to communicate verbally	X	Ability to prepare written communications
X	Operate office equipment, fax, phone, calculator, etc.	X	Basic mathematical concepts (add, subtract, multiply, divide)
X	Investigate, evaluate and recommend action		Advanced mathematical concepts (fractions, decimals, rations, percentages, graphs)
X	Organize and prioritize information/tasks		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)

Physical Requirements: (X = Required for job)

X	Sitting for extended periods	X	Lifting up to 40 pounds of office supplies/equipment
X	Extended periods viewing computer screen	X	Carrying up to 40 pounds of office supplies/equipment
X	Walking	x	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Standing	x	Reaching
X	Writing	x	Grasping
X	Hearing	X	Repetitive Motions

Hazards: (X = Required for job)

X	Normal office environment		Electrical current
	Toxic or caustic chemicals		Housekeeping and/or cleaning agents
	Flammable, explosive gases		Proximity to moving mechanical parts

Employee Acknowledgement:

I have reviewed and understand the requirements stated in this Job Description.

Employee's Signature	Date