

CENTRAL COMMUNITY HOUSE JOB DESCRIPTION

Title: Academy for Community Entrepreneurs (ACE) Coordinator

Work Area/Department:

Reports to: Associate Director

Exempt Status: Non-exempt

Date Created/Revised: Jan 25, 2019

I. Purpose: The ACE Program coordinator is responsible for conducting outreach, completing evaluation and reporting requirements, interviewing clients (videos, photos) to provide examples of businesses served and exemplify success, manage program logistics, be the primary liaison to participants, and act as a broker between team players, ensuring all are kept in the loop regarding program activities.

II. Essential Responsibilities

A. Outreach activities including:

1. Promoting program activities in the community through flyer/brochure disbursement
2. Meeting with community stakeholders/potential referral sources to educate them about the program
3. Managing/updating the database of outreach activities (using google sheets) to ensure team members are reaching out and following up

B. Ensure activities promised in the grant are tracked. This includes ensuring intake and survey templates are complete at the appropriate intervals – 1) application/intake, 2) Hope Scale, and 3) outcome tables (database to be developed) with promised grant deliverables.

C. Marketing the program to include client interviews, photos, and video. The coordinator will work with the team to develop an interview template that will exemplify success and details of businesses participating in the program. Videos and photos will also be taken. Information will be submitted to development, marketing, and program managers, to be turned into social media and newsletter content, posted by Leadership Team. The goal is to create a marketing campaign that creates excitement and momentum in the community.

D. Program Logistics including

1. Ensure facilities are open, set up, and ready for program activities
2. Purchasing and setting up food and drinks
3. Welcoming guests into the facility
4. Ensuring rooms are put back to the form in which they were before set-up, and are clean.
5. Facilities should be secured after program activities

E. Engage with potential clients for the program, including:

1. Utilize excellent communication skills to meet individuals where they are
2. Listen carefully to understand next steps and next introductions for the client
3. Clearly be able to explain programming, including the unique benefits of the ACE program model
4. Frequently (at least twice per day) check voicemails and emails and return messages within 24 hours

F. Organization of program, including:

1. Take minutes at meetings
2. Create task lists
3. Punctual and timely in completing assigned tasks
4. Ensure the team is in the know with regard to program activities, success, and needs
5. Follow up with team members to ensure any assignments are completed on time.

III. Other Responsibilities

- A. Maintain compliance with Central Community House guidelines, policies and procedures
- B. Attends and participates in CCH and community meetings as assigned
- C. Performs other duties as assigned

IV. Skills, Knowledge and Abilities

- Works independently with minimal supervision. Follows instructions given by supervisor. Reports important information to supervisor and asks questions as needed from a variety of sources. Completes assignments and responsibilities on time without being reminded.
- Information Management. Uses technology to manage the exchange of information. Can use applicable computer hardware and software programs, such as Word and Excel. Understand the data collection process and how to retrieve and share this information. Provides timely information in user-friendly formats. Embraces productive new technologies to improve productivity.
- Detail Orientation. Demonstrates a high level of attention to details. Proofreads work to correct any errors before submitting work product.
- Professionalism. Regularly demonstrates a high level of integrity through direct, open, honest and ethical communication with others. Fosters an ethical environment. Assumes personal responsibility. Shows discretion when appropriate or required. Maintains confidentiality of client and agency information.
- Effective Communication. Speaks clearly and appropriately to the intended audience in both formal and informal settings. Expresses appropriate gestures and non-verbal communication. Remains focused on point at hand during communication. Listens and reacts to questions by other appropriately. Uses effective listening skills to maintain self-esteem and respond with empathy to the feelings and needs of others, including the use of active listen skills (summarizing, reflecting, not interrupting, etc.) to demonstrate understanding and sensitivity. Pays attention when others speak. Gives cues of interest. Summarizes and paraphrases ideas of others to show active listening.
- Time Management/Multi-tasking. Accomplishes goals through establishing priorities and organizing workload to meet deadlines in a timely fashion. Manages time wisely and to effectively prioritize multiple, competing tasks despite frequent interruptions.
- Composure. Maintains composure and effective performance under stress and/or opposition (such as tight deadlines, unscheduled disruptions or delays, interpersonal conflict or lack of job or task clarity). Demonstrates emotions appropriate to the situation and continues performing steadily and effectively. Shows patience with others. Responds calmly to stressful or trying circumstances.
- Builds Relationships/Collaborates. Values and respects the concerns and feelings of others. Shows empathy, respect and appreciation for individuals and diversity. Builds and maintains an internal and external network of relationships with partners for potential collaborations and coalitions. Optimizes performance of Agency and self through shared

resources and responsibilities, by facilitating collaborations with groups and by promoting team-building.

- *Team Player.* Identifies with the Agency's goals. Shares resources, responds to requests from other team members and subordinates personal goals to the Agency's agenda, mission and vision. Collaborates easily.
- *Shows Initiative.* Is proactive and takes action without being prompted. Does not wait to be directed, but instead, takes responsibility and acts when need arises. Makes things happen. Provides unsolicited input.
- *Cultural Competence.* Embraces and is sensitive to cross-cultural differences. Accepts and respects cultural differences. Demonstrates the capacity for cultural self-assessment. Is conscious of the dynamics inherent when cultures interact.
- *Results Orientation.* Takes necessary action to achieve or exceed assigned goals. Is dedicated to achieving desired results without compromising the Agency's values or procedures. Conveys a sense of urgency to make things happen. Respects the need to balance short- and long-term goals. Maintains energy to proceed at pace required to produce results. Values outcomes and desired results. Manages multiple tasks.

V. Work Experience and Education

- High school degree or equivalent, prefer 3-5 years of relevant work experience
- Must have strong relationship-building skills, high energy, high attention to detail and aptitude to work in teams and independently
- Must have good verbal and written communication skills
- Proficiency in using Microsoft Word, Excel, e-mail, Google Suites and Internet is required

VI. Physical and Mental Requirements

- Satisfactory background check
- Ability to work some evenings and weekends
- Able to lift and carry objects up to 25 pounds
- Spend approximately 95% of time on the job standing, bending, lifting, sitting and walking
- Ability to multi-task and prioritize
- Maintain confidential information
- Perform gracefully and accurately with frequent interruptions
- Maintain composure and patience when dealing with others