



Learning Program Associate

Full-time position based out of the Asheville office

Background:

Mountain BizWorks (MBW, mountainbizworks.org) is a non-profit certified community development financial institution (CDFI) that provides tailored small business lending and peer learning services across Western North Carolina. We do this towards a mission of building a vibrant and inclusive local economy. Over the past few years, we have experienced strong growth and are adding a new entry-level position to provide operational support for our learning programs as well general administrative support for the overall organization. This position will be based out MBW's Asheville office.

Purpose:

The overarching goals of the Learning Program Associate are:

- To provide operational and client services support for MBW's Learning Department
- To ensure an office environment of warm hospitality & excellent customer service and to serve as office receptionist.
- To provide general administrative support to the overall MBW organization.

Key Responsibilities:

- Provide operational support for MBW Learning & Lending Departments, including:
 - Entry of all class enrollment, payment and completion data into the appropriate client management database (e.g., Salesforce).
 - Manage calendars and coordinate room reservations for all conference and class rooms in the Asheville office.
 - Assist with disbursement of monthly coaching and facilitator payments.
 - Maintain training materials inventory and assist with assembly of handouts such as completion certificates and curriculum content binders.
 - Process and maintain client scholarship files, which involves handling of sensitive, private financial information.
 - Provide basic technology support for class facilitators and other classroom users
 - Maintenance of the MBW lobby by ensuring that posted offerings are timely, brochure and business cards are stocked, and that the overall environment is welcoming.
 - Assist with classroom setup and clean up
 - Assist with collection and documentation of in-person loan and learning program payments
 - Assist with maintaining client training records and program impact evaluation
- Proactively provide office and general administrative support for MBW, including:
 - Greet and welcome clients and guests when they visit the office.
 - Screen and direct clients and guests to appropriate staff.
 - Answer the main phone line and respond to voicemail messages promptly and courteously.
 - Communicate general information to clients and public about MBW services and business resources.
 - Oversee office organization, ordering of office and training supplies, and other basic office mechanics.
 - Maintain professional appearance of the office by providing a neat and organized atmosphere.
 - Oversee the process of providing security and building access to new staff and approved consultants.

- Analyze and set up systems to improve the workflow of the office – inventory, filing, storage, etc.
- Manage the Office Manual by keeping information and processes relevant and up-to-date.
- Respond to questions/issues that deviate from standard operating procedures by determining and consulting appropriate resources such as policies, manuals or other staff.
- Assist as needed with organization-wide events and fundraisers.
- Oversee the maintenance and upkeep of the company vehicle.
- Provide responsive administrative support to the Executive Director when needed.
- Serve as secretary to the Board of Directors – including taking board minutes and facilitating routine communications and mailings, providing administrative support for sub-committee meetings, and offering hospitality as requested by the Executive Director.
- Serve as secretary to the Credit Committee and perform basic loan administration functions
- Other learning and organizational responsibilities as assigned

Skills and Knowledge:

- Familiarity and compatibility with Mountain BizWorks' Vision, Mission, and Values.
- Practical experience in working in a team-oriented environment.
- Self-driven, with keen attention to detail.
- Proactive, warm, and welcoming, professional receptionist presence – by phone and in person.
- Commitment to creating a sense of hospitality and service in all aspects of daily work.
- Empathy and the ability to engender trust among colleagues and the public.
- Ability to prioritize the urgency of competing requests and take charge to meet these deadlines.
- Strong computer proficiency, including but not limited to: Microsoft Office, email, CRM or similar database tools.
- Excellent communication skills, both verbally and written.
- Ability to efficiently perform, manage, and coordinate a volume of office management and administrative tasks simultaneously with careful attention to detail.
- Ability to work independently with a minimum level of direction; skill in effective planning, prioritization, and organization of workload.
- Ability to receive and seek out supervisory oversight when needed.
- Ability to participate in a productive supervisory relationship.
- Familiarity or fluency with small business topics is a plus
- Spanish skills are preferred.

Compensation & Benefits:

Mountain BizWorks provides a competitive salary. Full-time position with benefits package, including: medical insurance; retirement plan; and paid vacation and holidays. Significant opportunities for growth.

Mountain BizWorks values and respects all types of diversity and strongly encourages applicants from traditionally marginalized groups to apply. We prohibit discrimination and harassment and provide equal employment opportunity without regard to, and not limited to, ethnicity, religion, race, national origin, abilities, gender identity, sexual orientation, or age.

To Apply:

Qualified/interested candidates should email their resume and cover letter to Kareen Boncales at kareen@mountainbizworks.org. Subject line should read "Learning Program Associate Position." Initial responses to this opportunity are requested by Friday, April 26th with the position remaining open until filled thereafter.