

Urban League of Broward County

Job Description

Title: UBiz Co-Lab Program Coordinator
Division/Team: Small Business Entrepreneurship Division (SBED)
Supervisor: Small Business Development Officer
Revision Date: January 2020

UBiz Co-Lab is designed to provide coaching/consultation services in the areas of Marketing, Legal, Accounting, and Technology for minority owned small business SBED clients. The coaching services are provided in six week cohorts for each SBED client.

Purpose of Position

The UBiz Co-Lab Program Coordinator is ultimately responsible for the effective implementation, management and evaluation of the coaching/consultation services. The Program Coordinator provides oversight to the four Coaches who are Contractors that provide services to the SBED clients in an individual and/or small group setting.

Essential Duties and Job Responsibilities

- Responsible for all administrative and management activities related to implementing programs.
- Trains and evaluates contractors; establishes effective working relationships and lines of communication with management team.
- Completes annual performance goals and performance reviews, including introductory reviews in a timely fashion for all staff.
- Assesses and resolves operational and personnel issues within written policies and procedures.
- Maintains a working understanding and knowledge of all program contracts and operational policies and procedures
- Maintains a working understanding and knowledge of all program related client management systems.
- Monitors and evaluates program components to ensure that contract compliance, program objectives and outcomes are achieved.
- Monitors and evaluates the accuracy of the program paperwork and client files to ensure compliance with all relevant rules, regulations, and guidelines; conduct site visits of programs.
- Prepares with Finance staff for all external audits from funding sources.
- Ensures that all internal and external corrective actions are implemented and maintained.
- Implements and monitors budgets to ensure efficient use of resources; monitors financial utilization and output realization for each program contract.
- Provides coordination and acts as a liaison to a wide variety of groups including governmental agencies, community based organizations, contractors, educational institutions, and employers to further the goals of the Urban League.
- Informs the Supervisor on all matters of importance and concern regarding programs.

- Supervises and ensures the accuracy of a wide variety of reports in a timely fashion.
- Evaluates programs and suggests program changes and/or development.
- Maintains positive relationships with all funding source representatives; responds to inquiries timely and accurately; attend meetings of funding sources.
- Prepares reports as requested to address inquiries from internal and external sources.
- Responsible for implementing a comprehensive performance management system that complies with Urban League policies and ensures 100% contract compliance and utilization.
- Actively participates in ULBC special event committees and projects.
- Performs other duties as assigned.

Requirements

- Bachelor's Degree in Business Administration, Entrepreneurship, or related field.
- At minimum three years of experience in administration and staff supervision.
- At minimum, 2 years of direct service case management experience
- Ability to coach, train, and guide.
- Demonstrated knowledge and experience in public, nonprofit, or corporate business
- Experience in managing contractors.
- Ability to coach with comfort in bringing forward a strong point of view
- Tenacious attention to detail and ability to keep the contractors on track.
- Ability to express ideas clearly in both written and oral communications.
- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- Must be computer literate with familiarity utilizing client management systems
- Must have outstanding organizational skills
- Must have excellent presentation skills.
- Positive and team-oriented attitude
- Bilingual (English and Spanish or French or Creole) candidates is a plus.

Other

- Must have a valid Florida driver's license and reliable transportation.
- Must pass a Level 2 background and drug screening.

Interested candidates must submit cover letter and resume to:

Hiring@ulbcfl.org