



## URBAN LEAGUE OF BROWARD COUNTY

### Job Vacancy Posting

**Position:** Small Business Coach (Program Coordinator)  
**Department/Team:** Entrepreneurship Center/Business Development  
**Supervisor:** Small Business Development Officer  
**Revision Date:** October 2025

#### **SUMMARY:**

The Small Business Coach/Program Coordinator (SBC) is responsible for bringing together activities of the Entrepreneurship Center. These activities include assisting in developing and implementing required projects; arranging and scheduling events; facilitating client engagements, recurring orientations and or workshops; responding to clients and provide consultations for the idea level businesses. Additionally, the SBC ensures accurate data collection, case documentation, and ROI tracking to demonstrate program impact and secure continued investment in the community.

#### **CORE DUTIES AND RESPONSIBILITIES (Abbreviated) include the following:**

##### Program Coordination & Business Coaching

- Coordinate the Center's signature small business cohort programs, including scheduling, communication, logistics, and participant support.
- Provide one-on-one business coaching and technical assistance to entrepreneurs:
  - strengthen business plans,
  - marketing strategies,
  - business operations,
  - review readiness, and
  - other small business challenges.
- Review and track consultant case notes, ensuring that all client files are complete and accurately maintained in the CRM system.
- Support preparation of reports on program outcomes and client progress.

##### Frontline Client Engagement & Intake

- Serve as the first point of contact for inbound callers, walk-in clients, internal referrals from the Lynx department, and event/conference follow-ups.
- Conduct orientations, workshops, and introductory sessions for entrepreneurs, guiding them to the appropriate program or service.
- Ensure all new clients and leads are entered into the CRM system with complete and accurate information.
- Provide ongoing follow-up to maintain client engagement and support.

##### Client Reporting (Surveying & ROI Data Capture)

- Collect ROI data from program participants on a quarterly basis, ensuring accuracy and timely reporting.
- Distribute and analyze client surveys to measure satisfaction and key outcomes.
- Track and compile data for monthly, quarterly, and annual reporting requirements.
- Work with direct manager and the Lending & Compliance Analyst to ensure compliance with grant and funding requirements related to data capture.

#### **EDUCATION AND EXPERIENCE**

Bachelor's degree preferred in Business Administration, Entrepreneurship, or related field; Associate's degree with 4 years of relevant experience considered; or a combination of education and relevant experience will be considered.

**QUALIFICATIONS**

- Must be willing to work evenings and weekends as business needs warrant.
- Minimum 2 years' experience in small business support, program coordination, training, or customer service.
- Strong organizational skills with attention to detail; data management; proficient using Microsoft office and CRM experience preferred.
- Excellent communication and presentation skills with the ability to engage diverse populations.
- Knowledge of small business operations, financial statements, and planning tools.
- Must work effectively with people of diverse backgrounds, skills, and abilities.
- Ability to carry out responsibilities with flexibility to adapt to changing organizational needs.
- Ability to balance the needs and expectations of multiple constituents.

**KEY COMPETENCIES**

- Balance program coordination with direct client coaching.
- Strong attention to detail in capturing client data and ROI metrics.
- Skilled in building trust with entrepreneurs and guiding them toward resources.
- Adaptability to handle both structured cohort management and unplanned client interactions

**OTHER**

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

Submit Cover Letter and Resume to: [hiring@ulbcfl.org](mailto:hiring@ulbcfl.org)