

JOB TITLE: Program Manager

DEPARTMENT: Programs- Sacramento MBDA Business Center

REPORTS TO: Vice President for Global & Domestic Programs

FLSA STATUS: Exempt

SALARY RANGE: \$50,000 - \$65,000 Depending on Experience

PURPOSE OF POSITION

The Program Manager supports the Program Director in the execution of the MBDA Business Center program goals. The position is responsible for developing project activities and initiatives designed to attract new MBDA clients and support existing clients. S/he will work closely with partner organizations and subject matter experts to plan and execute events, webinars, and business development activities to serve potential and existing clients.

The Sacramento MBDA Business Center oversees the implementation and delivery of the U.S. Department of Commerce Minority Business Development Agency (MBDA) grant. The Program Manager works closely with the Program Director to design and deliver technical assistance for the small business community and ensures the execution of program goals and deliverables for the grant. The MBDA Business Center is operated by the California Asian Chamber of Commerce (CalAsian) and is located in Sacramento, CA. The Business Center works closely with other federal and state programs operated by CalAsian to assist minority and disadvantaged businesses in accessing new markets, grow in size and maintain competitiveness. Technical assistance and resources provided by the Center include enabling MBEs to access financial capital, state, and federal contracts and subcontracts, and business development opportunities.

The position provides leadership and oversight for program activities and initiatives designed to attract new MBE and DBE businesses and to support existing businesses that are classified as economically and socially disadvantaged. S/he will also work closely with partner organizations and subject matter experts to plan and execute events, webinars, and business development opportunities to serve potential and existing businesses. The Program Manager will support the Program Director and work closely with other program staff at CalAsian to ensure all project activities under the MBDA grant are implemented effectively and efficiently, and all goals are successfully met.

KEY RESPONSIBILITIES

Project Management, Event Planning, and Marketing (40%)

- Create project activities and events to optimize business growth opportunities for MBE clients
- Develop and manage the outreach, marketing, and communication for all program activities and events.
- Manage the relationship with the marketing and communications department, and external vendors as needed to produce marketing collateral and promotional efforts (tasks include development and delivery of marketing materials)
- Work closely with partner organizations to co-host events, webinars and related activities designed to assist MBEs to access resources, tools, and technical expertise to access contracts and procurement opportunities

- Support the development of monthly, quarterly and annual project reports and impact stories to support the quality and delivery of grant objectives
- Oversee the quality and relevance of content for the program's website and social media platforms.

Grant Administration and Administrative (30%)

- Represent and communicate the mission and program goals of the MBDA grant to internal and external stakeholders through presentations, workshop trainings, and meetings
- Develop and manage all program updates and grant reports to MBDA and CalAsian stakeholders, and CalAsian leadership
- As needed, participate in all MBDA and Department of Commerce program meetings and engagements as representative for the Business Center and CAPCC
- In coordination with the MBDA Program Director and the VP for Global and Domestic Programs, recruit, train and supervise consultants and vendors to support the MBDA Business Center as needed
- Coordinate with other department leads at CalAsian to ensure the program works in compliance with both MBDA and CalAsian guidelines and expectations

Coordination, Networking, and Partnership Building (20%)

- Develop and cultivate robust partnerships with public and private organizations, corporate partners and small businesses to advance the reach and impact of MBDA-BC priorities.
- Coordinate the engagement and liase with government, non-profit and private stakeholders to promote domestic business, contracts and procurement opportunities for MBEs.
- Communicate opportunities, initiatives, and events with all existing and prospective partners in the public, private and corporate sectors.

Client Engagement and Customer Service (10%)

- Partner and coordinate with other CalAsian programs to synchronize areas where centers and programs overlap in its services to support the small business community (i.e. SBTRC, TAEP/TAP Program, SBDC-San Joaquin, and the Small Business Utilization Center)
- In collaboration with CAPCC-operated federal and state centers, implement an efficient referrals process for managing client services by connecting them to appropriate resources, technical assistance (certification, bonding, contracting), and subject matter experts to support the needs and goals of business owners
- Develop relationships and partnerships with consultants, subject matter experts, and chamber partners to identify solutions and technical assistance to help clients succeed

REQUIRED SKILLS AND QUALIFICATIONS

Education

University degree in business development, marketing, business management or international trade, and MBA preferred.

Knowledge & Skills

- Strong understanding of small businesses, U.S. government grants and contracts, U.S. government reporting and planning process
- Excellent planning, project management and personnel management skills

- Advanced written and verbal communication skills
- Flexible, creative, and able to work under pressure and meet tight deadlines
- Excellent interpersonal skills and high emotional intelligence
- Ability to engage senior leaders and small business community members
- Collaborative and strategic in partnering with other teams and departments to achieve program goals

Experience

- A minimum of 5 years of work-related experience in business development, project management, and implementation of activities in the economic development sector or a nonprofit organization
- Excellent project management experience with attention to detail
- Adept with identifying new business opportunities to serve clients
- Experience with designing data collection tools and research methods to develop impact reports highly desired
- Proven experience in managing a /program towards achieving results under pressure
- Demonstrated experience in building collaborative relationships and unity within an organization to ensure program operations excel
- Proficiency in Windows-based software and willingness to learn CRM software

The Sacramento and California Asian Pacific Chamber(s) of Commerce are the largest ethnic chambers in California serving the Sacramento region, and the State of California's 600,000 API owned businesses. Both chambers are focused on providing consulting and technical assistance services for minority owned business clients to help them start, grow and expand in California and compete effectively both domestically and globally.

APPLICATION PROCESS:

Position open until filled. Submit CV with cover letter by email to bmelecio@calasiancc.org.