Position Title: Business Consultant Manager
Department: Business Pathways host of Women’s Business Center
Reports To: Director of Business Pathways
FLSA/ Status: Exempt/ Full Time
Job Grade: 6
Hiring Range: $50,000-$61,000 per year
Revised: February 2020

WHO WE ARE
Mi Casa Resource Center (MCRC) is committed to creating pathways of opportunity for low-income and underserved individuals. For more than 40 years, we have provided nationally recognized workforce, business, and youth development programs throughout Metro Denver. Currently, MCRC educates, trains, and supports youth and adults on their path to economic success. Additionally, MCRC partners with the area’s most respected organizations to provide economic and educational services to assist families to achieve their economic goals and realize their dreams.

MCRC’s suite of business services support entrepreneurs through all stages of business development helping them explore, launch, and grow their business through training and technical assistance, personalized consulting, access to capital, and holistic support services, with a significant portion of our content provided in Spanish. As the host of Colorado’s only Women’s Business Center (WBC), MCRC partners with the U.S. Small Business Administration (SBA) to help underserved entrepreneurs establish and grow businesses. In our business pathways work, we also partner with the US Patent & Trademarks Office (USPTO) to pair low-income inventors in five states with patent practitioners for patent preparation and legal services on a pro-bono (free) basis.

POSITION SUMMARY
The Business Consultant Manager manages the Instructors and Business Consultants of MCRC’s Business Pathways which is the host of the Women’s Business Center. The Business Consultant Manager will supervise long-term training activities, instruct classes for existing businesses as well as provide consulting to existing business owners who participate in classes as well as walk-in clients. The Business Consultant Manager will ensure high quality data collection from consultants, collaborate with team members, and act as back up for any trainers or consultants as necessary. This person will also support promotion and recruitment for business classes and will be responsible for seamless delivery, quality control and evaluation of training and consulting services.

KEY RESPONSIBILITIES:

Leadership
• Supervises instructors and consultants, including hiring, training, coaching, and evaluating employees.
• Implements strategic direction and provides technical support for the training and consulting services.
• Develops and maintains strategic partnerships with potential guest speakers, local partners and other stakeholders.

Participant Interaction
• Provides technical assistance to Mi Casa’s Business Program participants and consulting clients.
• Supports program participants in the development of business and strategic plans.
• Provides consulting services to existing business owners.
• Serves as back up for any trainers and consultants as necessary.

Operations
• Implements MCRC’s strategic objectives for Business Pathways programs.
• Leads the ongoing improvement of program curriculum, technical assistance tools, resources and information.
• Manages the implementation and execution of the programming schedule, which will include: trainings, consulting sessions, training for consultants, coordination with guest speakers’ events and graduations.
• Ensure consultants follow SBA and WBC procedures, protocols and are achieving WBC’s goals.
• Ensures consultants are providing high quality service to participants.
• Supports marketing, outreach, recruitment and selection of program participants.
• Represents Mi Casa at community events, committees and networking opportunities.

Independent Judgement
• Uses discretion in determining best ways to support participants.
• Has day-to-day operational decision-making responsibility.

Evaluation
• Prepares required notes and maintains records of class participants, client activity and outcomes.
• Assists with evaluation of program outcomes, including data collection and input.
• Assists with data entry of information generated from consulting sessions.

Fundraising and Grant Management
• Assists with fundraising as needed.
• Collaborates with Development Team as required.

QUALIFICATIONS
• BA/BS in business administration, management, non-profit management or related field
• Five years of entrepreneurial experience and/or experience working with small businesses
• Three years’ experience in facilitating groups, teaching, and/or training adults.
• 1-2 years of experience supervising and/managing employees
• Experience working in a non-profit organization and working with diverse populations
• Bilingual English/Spanish – preferred
• Ability to be flexible and work evenings or weekends
• Valid driver’s license, good motor vehicle record and valid auto insurance

KEY COMPETENCIES
• Entrepreneurial drive and experience with the small business community
• Demonstrated ability to cultivate, build, and maintain strong working relationships with individuals from diverse backgrounds and perspectives
• Strong leadership and project management skills (goal-setting, organization, and implementation)
• Excellent written and verbal communication skills
• Excellent quantitative and analytical skills

Mi Casa Resource Center is an equal opportunity employer.
Interested persons should email a cover letter and resume to jobs@MiCasaResourceCenter.org by March 13, 2020. Interviews may occur as qualified candidates apply.

Mission: Creating pathways to opportunity.
Vision: We envision a community where all people have the power to achieve their economic goals and realize their dreams.