

Business Services Collective

The Position

The Program Manager will report to the Chief Operating Officer (COO) and work in close collaboration with our Chief Strategy & Development Officer and external partners including community nonprofits, philanthropic partners, and our service providers.

Approximately 80% of the Program Manager's time and effort will be spent on day-to-day delivery of BSC's core programming, working directly with participating construction entrepreneurs to understand their business goals and challenges, co-creating personalized action plans to overcome barriers, and coordinating with our network of professional service providers (e.g., BIPOC accountants, estimators, and other industry leaders) to deliver one-on-one training, mentorship, and support to implement a holistic set of business best practices. Developing working relationships with each participant over a number of months, the Program Manager will serve as relationship manager, helping participants navigate the resources available through BSC and our partners, ensuring follow-ups by all parties, encouraging participants to stay engaged enabling them to better plan, manage and fund their growth. The remaining 20% of the Program Manager's time and effort will be in a strategic capacity, advising BSC in the evolution of our model, including client journey design, service offerings and methods of impact measurement. The Program Manager will assist with regular reporting of deliverables and impact to internal and external stakeholders, including the BSC staff, Board of Directors, and philanthropic partners.

Key Duties to include:

- Recruitment of diverse construction entrepreneurs, including attending community workshops and info sessions, to present high-level introduction of the program.
- Assessment through discovery conversations with prospective program participants to understand their needs and determine fit for the program.
- Intake and onboarding of admitted participants, including in-depth conversations about their business goals and barriers, explain program benefits, and encourage next steps.
- Conduct Financial Health Assessment for participants exploring root causes of business instability. Co-create custom action plans to address barriers for business growth.
- Coordinate schedules, introductions and training sessions between individual participants and service providers such as accountants and construction cost estimators.
- Meet with participants and service providers one-on-one to collect feedback.
- Support recruitment, training and managing of back office apprentices. Apprentices will be supporting participating businesses in entry level tasks.
- Work with partners to co-design programming to offer holistic support for contractors.
- Collect output and outcome data, including hours of instruction, action items completed, growth in economic indicators and improvements in Financial Health.
- Collaborate with BSC team and partners to create success story materials for social media, impact reporting, and uplifting of participants.
- Work with the BSC team to reflect on program and design improvements.
- Other duties as assigned.

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Qualifications

An ideal candidate will have some or all of the following experiences:

- Embrace a “servant leadership” style, focused on deep listening to client needs and seek to create solutions that empower the client toward long-term growth. Experience may be demonstrated through social services, nonprofits or traditional customer service/sales roles.
- Eager to work at a start-up and comfort with ambiguity, rapid change and evolving roles.
- An ability to work independently while collaborating with a remote team and a wide variety of partners and stakeholders across diverse functions.
- 5+ years experience supporting underserved entrepreneurs through a nonprofit, business support organization, economic development or community organization.
- Familiarity with construction, real estate development, or contract procurement.
- Familiarity with entrepreneurial and business concepts such as business planning, financial management, small business lending.
- Familiarity with the landscape of Chicago neighborhoods, business support organizations and resources available to entrepreneurs.

Values

As important as the qualifications listed above, we seek team members who embrace our identity as “builders” (entrepreneurial, risk-taking, and focus on outcomes) and share our organization’s core values:

- **Representation:** We aspire to represent the community we serve through our board, executive leadership, partnerships and staff.
- **Boldness:** We are not scared to be the first and/or the new. We follow bold transparency in our work.
- **Ownership:** We believe sustained impact is created through a culture of ownership across all stakeholders.
- **Empathy over Scale:** We emphasize the “how” over “how many.” We create a client experience rooted in empathy.
- **Learn and grow:** We regularly pause and reflect. We convert setbacks into opportunities to learn and grow.

Commitment: This is a full time position based out of Chicago, Illinois

Pay and Benefits

Based on experience and ability to take on increasing levels of responsibility, salary for this position starts at \$70,000 with opportunities for advancement. We offer health insurance and employer-matched Simple IRA retirement benefits for full time employees.

Contact: Kyle Johnson (kyle@businessservicescollective.org) for details, questions and feedback.