



The Indy Chamber's Hispanic Business Council mission is to provide leadership for the successful creation, growth, development, and retention of Hispanic businesses in the greater Indianapolis area. The vision of the HBC is to build Hispanic access to opportunity and business success.

Title: Hispanic Businesses Program Coordinator

Reports to: Hispanic Business Council Director

Supervises: None

Summary: The Hispanic Businesses Program Coordinator contributes to the Business Ownership Initiative (BOI) by supporting the Hispanic Business Council Director. The responsibility of the Program Coordinator is to conduct community outreach and recruitment of new Hispanic or Latino clients to BOI's counseling, planning services, and program executions. Responsibilities include but are not limited to assisting and conducting group orientation sessions for the monthly workshops, providing support in the 5 Cs of Credit in the lending process and preparing clients who have not yet incorporated as a business and helping them as potential borrowers in the financial process. Other duties include providing financial planning and coaching English or Spanish workshops and individual financial counseling to meet the needs of BOI's clients through conducting group education meetings and delivering in-person or virtual workshops. In addition, this position will occasionally be responsible for convening key stakeholders and community partners and assisting in developing and executing marketing strategies to promote client participation in BOI counseling and educational programs. The Program Coordinator will also be conducting follow-ups through phone calls and emails with program clients to monitor their progress, outcomes, and achieve their goals. The ability to work with other community organizations as a functioning team is critical. There will also be some administrative duties to support BOI's staff and Director in coordinating meetings, preparing presentations, and data research.

Evaluation of Performance: Performance will be evaluated based on meeting the requirements of the job description, meeting specific goals and performance metrics for the position, working according to all policies and standards set by BOI; consistently demonstrating established BOI values.

Performance metrics: Performance metrics for this position will be established annually based on accomplishing key deliverables related to the job description and developed with the employee.

Key outcomes expected:

- Support program director with Spanish monthly workshops, project management, and implementation and activity reporting.
- Conduct community outreach and recruitment of new clients to BOI's financial counseling and planning services and programs.
- Manage project tasks to ensure project delivery and quality within allocated timelines.
- Evaluate project performance and provide strategic plans for improvements.
- Serve as the key resource in the development of meeting clients and presentations, following up on action items, and resolving and escalating challenging issues as they arise.
- Develop and maintain relationships with program stakeholders and community partners.
- Keep a calendar of appointments for programs, presentations, and conduction of the one-on-one or group orientation sessions.
- Maintain internal reporting and communication of the program's progress and performance on various projects and key initiatives.
- Perform all other duties assigned by the program director.

Critical skills, knowledge, and behaviors:

- Demonstrates effective verbal, written, and email communication skills.
- Demonstrates effective interpersonal skills; must be able to effectively communicate with a variety of individuals with diverse backgrounds, education, economic levels, and roles.
- Demonstrates customer service orientation with both internal and external clients.
- Strong organizational skills.
- Capacity to develop and implement practical strategies, plans, and solutions to identified issues and problems.
- Ability to coordinate multiple strategic projects and meet deadlines.
- Proven ability to assimilate information gathered through research and consultations, apply that information in creative and cross-cutting ways, and synthesize appropriate strategies and responses.
- Critical thinking skills, including the capacity to identify and appropriately assess and order competing interests and priorities.
- Ability to work effectively under pressure when facing extremely short deadlines.
- Sound judgment, discretion, tact, and the ability to work and communicate efficiently in English and Spanish.
- Excellent time management skills.
- Self-starter with strong problem-solving skills.
- Ability to work independently and as part of a team.
- Proactive in anticipating and alerting the Director to problems with projects or processes.
- High detail orientation and accuracy.
- Takes initiative and needs little supervision.
- Ability to prioritize, organize tasks, time, and follow up.

- Proficient in basic computer skills, i.e., Microsoft Word, Excel, PowerPoint, Internet usage (email)

Experience, education, degrees, licenses: Finance Bachelor's degree or equivalent and 1-2 internship experiences with comparable responsibilities.

Physical demands: Must be able to work proficiently with computers and other office equipment.

Work environment: Daily work is generally performed in an office environment either at the BOI or at a community/stakeholder location. Work is often conducted before, during, and after traditional business hours (i.e., 8-5).

Events are generally held in public locations or community center's facilities; these events may be before, during, and after traditional business hours (i.e., 8-5).
