



## Job Description: Business Resilience Client Manager- Oakland

**Please Note:** This position requires working in the office and with clients in-person.

### Background

AnewAmerica is a non-profit 501(c)(3) that provides training, business incubation and technical assistance to targeted communities for economic and social empowerment through a focus on entrepreneurship, asset building, social responsibility and civic engagement. We work with traditionally challenged communities, which include new Americans (new citizens, refugees and immigrants), women, minorities and low to moderate income households, to empower them to make their American dream a reality while contributing to the economic growth and social capital of their communities.

### Position Summary

The Business Resilience Client Manager works at AnewAmerica Women's Business Center's COVID-19 Response Center in Oakland. This center is supported by the U.S. Small Business Administration. This center is dedicated to providing assistance to East Bay small businesses impacted by COVID-19. The center is a term project; therefore, the position is a fixed term. In the role, the Business Resilience Client Manager works with small businesses and their owners impacted by COVID-19 as they move through various stages of response and recovery. The Business Resilience Client Manager will work with appropriate partners to establish relationships in the community. The individual will arrange and deliver appropriate training and workshops as needed that are designed to meet the needs of targeted businesses. In addition, the Business Resilience Client Manager will provide counseling to small business and assist in connecting them to other resources that will help them through the response and recovery process. The individual will possess the ability to work with diverse populations and underserved communities in support of our mission. The position reports to the COVID-19 Response Center Director.

### Qualifications

- A background in business, program management, marketing, banking or financial management with at least 4 years of direct experience in the private or non-profit sector.
- Degree in Business Administration, Marketing, Economics, Finance, Accounting, or equivalent professional experience.
- 2 – 4 years of experience in business planning, business development, consulting, small business counseling and /or portfolio management.
- Experience of working with businesses that have been impacted by business disruption (i.e. transit projects, development, etc.)
- Excellent writing and verbal communication skills.
- Bilingual (Chinese/English or Spanish/English).
- Experience working with businesses in various industries.

- Excellent interpersonal skills and good head for business and team work environment.
- Ability to work with diverse populations in a manner that gains trust.
- Strong analytical, math and financial skills.
- Computer literacy is required, being adept using PCs with a Microsoft Office Suite (especially Excel), Adobe products, and internet research.
- Market knowledge of the East Bay area's business and residential communities is desirable.
- Ability to counsel and coach small business clients.
- Ability to conduct workshops and training sessions as needed.

## Key Role & Responsibilities

This position is a client management, project management, resource management, assessment management and relationship management role in a small non-profit organization. The Business Resilience Client Manager is responsible for working with small business owners, community partner organizations and other entities to help provide the best possible resources to small business clients impacted by COVID-19.

Key skills and responsibilities for a successful Business Resilience Client Manager include:

- Strong interpersonal skills and the ability to work with/support a diverse base of clients.
- Provide business support and client management advice to assigned small business clients.
- Work one on one with small business owners to help them execute their business plans and strategies to effectively mitigate business change or disruption due to COVID -19.
- Maintain and retain detailed records of consultations, and outcomes for each business assisted. Track changes in business revenue, changes in profit, job creations, and asset development.
- Focus on supporting clients to develop and implement robust mitigation plans, build effective and sustainable business models, be responsive to customer demand, embed financial management systems, and develop marketing plans and appropriate management systems.
- Develop and utilize assessment tools to help businesses.
- Work closely with external and internal stakeholders.
- Work with small business clients in all stages of response and recovery from COVID -19.
- Provide program support; establish and maintain relationships with clients, collaborate with AnewAmerica staff and team by providing outreach within our communities, and work with our staff to ensure all program targets and goals are met.
- Work with clients on and off site. (Must be able to work occasional evenings and weekends)
- Achieve assigned goals as part of the COVID Response Center.
- Conduct business outreach.
- Arrange and conduct training workshops.
- Create reports as assigned.
- Attend community meetings as appropriate to be informed on changes/events that may impact the small business community.
- Conduct market research as needed.

- Design and utilize reports and MIS as needed.
- Develop knowledge of array of resources available to businesses based upon the COVID-19 crisis.

### Salary and Benefits

Salary depends upon experience. This is a **fixed term position that is scheduled to end in 04/22**. AnewAmerica offers both Health and Dental insurance benefits to full-time employees after introductory period of employment. This currently includes Employer paid monthly premiums for Health and Dental.

### TO APPLY

Please read the full job description, and apply by sending a signed cover letter, resume, and references to [jobs2@anewamerica.org](mailto:jobs2@anewamerica.org). Please use "Business Resilience Client Manager, Oakland." in the subject line. Applications will be accepted until position is filled.

**AnewAmerica is proud to be an equal opportunity employer and considers all qualified applicants without regard to race, gender, disability, veteran status or other protected category.**

