



Job Title: Microenterprise Development Program Manager

Date Updated: 1/27/2023

Position No: 00014676

Department: ACWWC

Campus: Augusta

CBU: UMPSA

Job Family: 14-External Services

FLSA: Exempt

Wage Grade: U-04

I. Position Summary:

The Microenterprise Development Program Manager is responsible for organizing and managing program delivery and supporting, training, and supervising paid and volunteer staff within the Microenterprise Development Team. In addition, the Program Manager is responsible for providing Microenterprise and asset development training, technical assistance, and support to the target population including displaced homemakers, single parents, TANF recipients, and other disadvantaged workers, and for developing and maintaining resources and organizational partnerships that contribute to small business/microenterprise development. This position also involves interacting with community resources including education, training, and employment programs, financial institutions, economic development agencies, businesses, social service agencies, and policy leaders. The position supports the overall mission of the organization to help Maine people succeed in the challenging economy and achieve economic security for themselves and their families.

This is a soft-money funded position that relies on the continuation of funding external to the University and University needs. New Ventures Maine has secured external funding consistently for nearly 45 years.

II. Duties/Responsibilities:

Essential Duties

Program Area Responsibilities

1. Plan, coordinate, and deliver individual business start-up assessments, information, referrals, and ongoing advising/coaching to participants engaged in business development.
2. Plan, coordinate, and deliver microenterprise training including core classes and other shorter workshops, incorporating technology in the classroom and/or utilizing virtual/online resources.
3. Plan, coordinate, and deliver asset-building training and technical assistance including core classes and other shorter financial education workshops.
4. Coordinate and provide support for matched savings accounts and other financial “products” (mini-grants and supportive services) as appropriate; participate and provide support to CASH Maine Coalition activities.
5. Plan, assess, and coordinate special events, conferences, public forums, and new program initiatives, in partnership with other organizations and individuals as appropriate and in keeping with the mission, strategic goals, and objectives of the program.
6. Coordinate and direct outreach and community needs assessments and identify existing resources.



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7. Ensure that records of participants and services are maintained and documented within the MIS; maintain follow-through with participants and track progress, benchmarks, and outcomes. Submit timely reports and other documents as required.
8. Promote the development of grassroots leaders by recruiting, supporting, and coordinating New Ventures Maine graduates and activities that contribute to their leadership development.
9. Maintain relevant certifications, best practices, and current knowledge in the field of workforce career and asset development through ongoing learning and professional development activities.

Management Responsibilities

1. Provide leadership, supervision, mentoring, and training to microenterprise development staff, including direct service and administrative staff, volunteers, work-study students, and interns.
2. Provide direction to the planning, delivery, and evaluation of all services within the microenterprise development program area in coordination with the Executive Director, Program Director, and microenterprise development staff.
3. Supervise staff coordinating Marketing Mini-Grants around the state in coordination with the Program Director and Operations Manager.
4. Contribute to developing the organization's strategic and annual plans, goals and objectives; provide guidance to and monitor the implementation of the plan, goals, and objectives within the region.
5. Serve on the Management Team and work with the Executive Director, Advisory Council, and members of the Development Team to develop, plan, and implement strategies that sustain the organization through human and financial resources.
6. Coordinate microenterprise development representation on special project teams and facilitate effective communication among staff.
7. Work with the Communications Manager to develop and implement a marketing plan for microenterprise development program services.
8. Establish and maintain effective relationships with other local, regional, and statewide microenterprise development, education, and training, economic development organizations, and policy leaders.
9. Perform other duties appropriate to the position assigned.

Non-Essential Duties

1. May take an active role as a member of state, regional, or national affiliated organizations.
2. Continue to develop professionally by attending state, regional, or national professional meetings.
3. Participate in public service and UMA/UMS community activities as appropriate.
4. Perform other duties appropriate to the position as assigned by the Executive Director.

Note: UMA reserves the right to change or assign additional duties as necessary.



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III. Reporting Relationship:

This position reports to the Executive Director.

IV. Supervisory Responsibilities:

This position supervises the microenterprise development staff including Microenterprise Specialists, an Administrative Specialist, and work-study students, interns, and/or community volunteers as appropriate.

V. Budgetary Responsibilities:

This position is responsible for maintaining expenditures within the budget allocated to microenterprise development activities. Also, they participate in state-wide fund development and provide direction to local fund development strategies as well as understand the funding sources for this position and fulfill obligations to various funders including timely communication and reporting.

VI. Knowledge, Skills, and Qualifications

Required:

- Bachelor's degree or equivalent combination of education and experience
- Excellent oral and written communication skills and the ability to communicate effectively with diverse stakeholders
- Ability to work independently and as part of a team to plan, initiate, and manage projects and workflow, including attention to detail and deadlines
- Group process and training skills and experience supervising and developing staff and teams
- Knowledge or experience in adult learning theory and practice, small business operation and management, and personal financial capability
- Computer/Information Technology proficiency and ability to apply in training and business assistance
- Personal qualities of integrity, credibility, and commitment to the mission of New Ventures Maine

Preferred:

- Master's degree in Business Administration, Financial Services, or other related fields
- Two or more years of progressively responsible experience in program/project management, human resource development, or administration/planning
- Two or more years of experience in microenterprise development training and advising
- Understanding of business and economic development that contributes to economic development security and addresses gender, racial, and other equity issues
- Experience with distance learning tools and techniques



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VII. Working Conditions:

The individual in this position should be able to perform in the following working conditions with or without accommodation:

- will consistently work in an indoor setting in a private office
- will work in an environment with quiet noise when in the office, or moderate noise when in meetings or classes
- will occasionally need to move about the office to complete tasks
- will occasionally need to travel to offsite locations for meetings and classes
- will consistently sit at a desk and operate a computer and other office equipment
- will consistently use their fingers and hands for keyboarding and use of other office equipment
- will frequently communicate with others in person, in writing, over the telephone, or through video conference
- is required to have close visual acuity to perform required tasks
- will occasionally exert up to 10 pounds of force and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body

VIII. Signatures:

The signatures indicate the employee and immediate supervisor have reviewed the job description.

Employee Signature/Date: _____

Employee Printed Name: _____

Immediate Supervisor

Signature/Date: _____

Immediate Supervisor Printed Name: _____