



Business Navigator Position

Reports to: Director of Economic Development

Supervises: None

Position Level: Full Time (Monday – Friday and some weekends)

Compensation: Hourly \$18 - \$22 / Hr. DOQ

Full Job Description

ACER's Economic Development work is growing in the northwest suburbs, and we are looking for a strong, detail-oriented New Business Navigator to support various industry-specific tasks to help ensure businesses receive the best support to grow their businesses and pass policies to ensure access to opportunities to micro-businesses runs efficiently. Our formula for success is to meet our businesses where they are and guide them through business development processes to meet their needs first.

The purpose of this position is to ensure

ACER is hiring a Business Navigator to provide information and practical support to emerging and nascent business owners in Northwest Suburbs, and the surrounding communities. This position will be responsible for assisting a diverse clientele with accessing relevant and necessary financial services, and business advisory services to create a strong foundation for entrepreneurial success. The Business Navigator will work with a team of ACER staff, clients, and partners within an evolving program of technical assistance. This position reports to the Director of Economic Development. The position requires the Business Navigator to perform industry-specific tasks such as technical assistance with micro-grant application submission, one on one business questionnaire, and account transfer follow-up, incoming client service calls, database management, and client appointment preparation.

The Organization: The African Career Education & Resources, Inc. is the leading issue-based community organization working to uplift and amplify the African Diaspora to build power for systemic change that advances racial and economic equity in communities

Experience:

- Computer Skills: 2-3 years (Preferred)
- Organizational Skills: 2-3 years (Preferred)



Duties & Responsibilities:

1. Assess needs, and advise clients how to access information and relevant financial services, workforce development resources, and business advisory services for their small or micro businesses.
2. Understand, guide, and communicate necessary federal, state, and local licensing requirements and tax requirements.
3. Create, update, and maintain a referral network of local service providers, business resources, state and federal agency resources, and financial institutions for emerging and nascent business owners to access.
4. Work with clients to evaluate financial and business needs to start, or expand small and micro-businesses.
5. Participate in the development, promotion, coordination, and delivery of workshops, training programs, webinars, and panels relevant to small business and organizational needs.
6. Participate in the development, evaluation, coordination, and maintenance of tools, and databases.
7. Participate in and identify professional resources, services, and outside consultants to serve clients.
8. Participate in outreach and engagement efforts to build networks and connections throughout Vermont to establish and develop relationships within the communities we seek to serve.
9. Participate in outreach and engagement efforts to build relationships with other relevant business, community, and financial service organizations, networks that impact or inform the clients and communities we seek to serve.
10. Document, monitor, and evaluate activities and services, grant hours, and efficacy, including the use of reports, data management, and other tools as appropriate.

Successful Knowledge, Skills, and Abilities for this Position:

- 🗣️ Ability to listen actively, and communicate effectively, empathetically, professionally, and efficiently, both orally and in writing, to a varied audience.



■ Understanding of the principles, standards, and practices of small and micro business operations.
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■ Must be comfortable reaching out to communities and individuals without prior engagement.

■ Ability to gather data, compile information, and prepare reports and summaries as needed. *

■ Ability to be organized, detail-oriented, and able to manage time and priorities independently.

■ Ability to develop, and present programs and training in an engaging manner, to either a virtual or in-person audience.

■ Ability to work effectively and efficiently both independently, and collaboratively.

Desired Knowledge, Skills, and Abilities for the Position:

■ Bilingual

■ Experience in community development.

■ Experience working with newly immigrated communities.

■ Experience in personal and professional financial and credit management is desired, or the ability to develop this skill set.

■ Resourceful, creative, flexible, and curious.

***Denotes training opportunity and/or opportunity to build up current skill How to apply:**

Applicants should provide the following information:

- A cover letter stating your interest, availability, and general qualifications
- A resume outlining your education, skills, and experience
- Please include three references

Please submit your complete application via email to dbutler@acerinc.org, with the following subject line: “your name – Business Coordinator”