



Learning Programs Associate

A full-time position based out of the Asheville office

Purpose

The overarching goals of the Learning Programs Associate are:

- Assist Mountain BizWorks' existing and aspiring small business owner clients with accessing Mountain BizWorks services and/or referrals to other service providers.
- Provide program planning support for Mountain BizWorks' suite of business classes and workshops.
- Provide general administrative support to the overall Mountain BizWorks Learning Department.

Location

Mountain BizWorks serves the mountains region of North Carolina with offices in Asheville and Boone. We have a hybrid work environment which enables remote work opportunities throughout the WNC region. This position has flexibility to be based out of our fixed offices or to use a hybrid approach.

Key Responsibilities

- **Assist Mountain BizWorks' existing and aspiring small business owner clients with accessing Mountain BizWorks' services and/or referrals to other service providers.**
 - Communicate with clients via phone, email and, occasionally, in-person meetings in order to provide information and guide clients through registration and application processes, providing technological guidance and support as needed.
 - Conduct preliminary intakes to capture coaching clients' business profile, learning needs and goals.
 - Based on clients' individual needs, connect clients to support services, including but not limited to coaching, classes, and direct business services.
 - Lead regular Orientation sessions on Mountain BizWorks' various programs and services.
- **Provide programmatic support for Mountain BizWorks' suite of business classes and workshops.**
 - Assist in the scheduling of classes, workshops and learning events, including updating of internal calendars, posting classes and events online, and reserving classroom space.
 - Assist in the collection and analysis of participant feedback and evaluations in order to continuously improve program outcomes and the learning experience.
 - Maintain training materials inventory and oversee assembly of handouts such as completion certificates and curriculum content binders.
 - Assist in upholding a consistent, integrated and streamlined learner experience across our platform of cohort offerings.
 - Maintain Zoom as our videoconferencing platform and Vimeo as our training recordings repository, booking meetings and events and organizing and managing training recordings.
- **Provide general administrative support to the overall Mountain BizWorks Learning Department.**
 - Process learning applications, both for classes and coaching, ensuring complete, accurate and timely entry of client and payment information into Salesforce.
 - Conduct initial assessments and/or information sessions with potential coaching clients to ascertain specific needs.

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- Process and maintain client scholarship files, which involves handling of sensitive, private financial information.
- Maintain accurate and up-to-date qualitative and quantitative client data.
- Provide data management support during the quarterly grant reporting cycle.
- Coordinate and oversee logistics for all learning events, which may include securing locations, ordering catering, and assisting in set up and clean up.
- Assist with marketing class offerings via social media, referral partners, direct client outreach and other channels.
- Other learning and organizational responsibilities as assigned.

Qualifications and Experience

- Commitment to [Mountain BizWorks' vision, mission, and values](#).
- Must live in [Western North Carolina](#), or be willing to relocate here.
- Bachelor's degree and at least one-year related work experience is preferred, but education level will be considered on a holistic basis taking into account both education and work experience.
- Practical experience working in a team-oriented environment.
- Self-driven and organized, with keen attention to detail.
- Empathy and the ability to engender trust among colleagues and the public.
- Ability to prioritize the urgency of competing requests and take charge to meet these deadlines.
- Strong computer proficiency, including but not limited to: Google Suite, Microsoft Office, email, customer relationship management (CRM) system, or similar database tools.
- Excellent communication skills, both verbally and written.
- An interest in problem solving, process improvement, workplace efficiency, and/or project management.
- Ability to work independently with a minimum level of direction; skill in effective planning, prioritization, and organization of workload.
- Ability to receive and seek out supervisory oversight when needed.
- Familiarity or fluency with small business topics is a plus.
- Spanish language (speaking and/or writing) skills are a plus.
- Must be able to lift 20 lbs. with or without accommodations.

Reporting Relationship: Reports to Director of Entrepreneurship

Pay: Full-time, Salary

FLSA Classification: Exempt



Compensation & Benefits

Anticipated starting salary of **\$37,000 - \$45,000**, with the opportunity for a higher base salary depending on skills and experience.

- Medical insurance plans
 - 80% of employee medical paid by employer
 - family coverage paid by employee
- Dental, vision & supplemental insurance options
 - 100% employee paid
- Retirement plan
- 10 paid holidays
- Paid Time Off (PTO):
 - Earn 18 days/year the 1st year of employment
 - Earn 24 days/year after 1st year of employment
- Professional Development Fund
- Sabbatical Leave Program
- Self-Care Fund
- Flexible schedule opportunities, as permitted by the role and workload

How to Apply

Mountain BizWorks is committed to fostering an environment of diversity and inclusion. We strongly encourage individuals from all backgrounds, cultures, and experiences to apply. ***If you are passionate about our mission and believe in our values, but don't meet every qualification outlined below, we still encourage you to apply.*** We value diverse life experiences and the unique perspectives they bring to our team. We understand that proficiency comes in different forms and we are committed to helping our staff grow, both personally and professionally.

Qualified/interested candidates should email their resume and cover letter (optional) to careers@mountainbizworks.org with the subject line "Learning Program Associate". Initial applications are requested by July 19. Thereafter, the position will remain open until filled.