



Job Description: Program Success Manager

Position Summary

The Program Success Manager is responsible for the entire entrepreneur journey through the Black and Brown Opportunities for Profit (BBOP) Center's Business Academy BUILD Program. You'll work to support our entrepreneurs by delivering our high-end, entrepreneurial support founded in excellence. Your role will include onboarding new entrepreneurs and coaching them through their journey. In addition, you will be responsible for recruiting, hiring, and supervising program and administrative staff.

This role will play an integral part of our program as it will include overseeing the entire entrepreneur journey from orientation to enrollment, to completion of this program by ensuring entrepreneur success is reached.

Our ideal candidate is tech-savvy, has management experience, familiar with coaching and confident in speaking and leading groups of eager individuals looking to take the next steps in their entrepreneurial journey.

If you're passionate about results and love to encourage and strategize solutions to business growth challenges, provide rave-worthy entrepreneur service, and are highly organized, then you should apply for this incredible role.

The Program Success Manager position is a full-time position and will report to Time for Change Foundation's Executive Director.

Responsibilities

- Recruit, hire, and supervise program and administrative staff
- Hire and supervise a team of coaches to ensure that your entrepreneur roster is fully supported, on track and hitting their entrepreneur milestones.
- Supervise, coordinate, and provide guidance for all program activities - including partnership development with venture capitalists, angel investors, and supporters
- Implement ongoing/recurring BBOP Business Academy BUILD Program which includes onboarding new cohorts of entrepreneurs into the program
- Create, expand and promote BBOP Business Academy BUILD Program marketing plan
- Support the creation and maintenance of BBOP Business Academy BUILD program
- Provide continuous supervision of the personnel and direct in-service training programs when necessary
- Evaluate the work of program staff, recommend staff advancements or termination, and prepare annual evaluation of work performance of each staff member

- Prepare regular reports as may be requested on activities and status of BBOP Business Academy BUILD program
- Institute proper and appropriate management controls, maintain financial, personnel and other such controls and records as may be required.
- Onboard new entrepreneurs into the program, ensuring they are set up for success as they begin their journey with our program and community.
- Provide in-depth, actionable feedback to entrepreneurs on 1:1 calls and pre-recorded reviews of entrepreneur work.
- Track entrepreneur engagement and success by monitoring their progress through our program curriculum and achievement of specific goals within the program.
- Support entrepreneurs by answering their queries with actionable, strategic, written feedback through posts in our online communities, check in calls, direct messages, and emails.
- Lead/support group coaching calls of large numbers of entrepreneurs at one time and respond to entrepreneur queries during the calls.
- Support the onboarding process as needed by reviewing applications and answering questions from potential entrepreneurs
- Observe and evaluate where program changes and updates may need to be implemented
- Obtain regular entrepreneur feedback
- Maintain entrepreneur retention by reviewing entrepreneur experience and satisfaction, tracking when entrepreneurs are eligible to move into a new program, and developing strategies for entrepreneur retention.
- Provide live event support to our team and attendees by assisting in the planning, organization, execution, and facilitation of live events.
- Provide leadership, direction, and continuous supervision for staff, setting an effective agenda and ensuring performance goals are met and set
- Help implement strategic direction for the BBOP Business Academy BUILD Program

Requirements

- Proven experience and strong background in management, operations and/or business strategy. Although we will teach you our system and processes, we want you to bring your own expertise and experience to the table.
- High leadership skills and experience with leading teams of people to accomplish desired goals and business strategies
- Highly organized, detail-oriented, and loves to develop new systems and processes. You'll be tracking the progress of dozens of entrepreneurs at a time. You need to be diligent and proactive to track down entrepreneur results and initiate conversations if you are missing key information to supporting their efforts.
- Has high emotional intelligence and is able to listen to, support, and encourage others.
- Confident public speaking skills. Speaking in front of large groups of people is exciting and gives you so much energy. You can show up confident and self-assured in all situations.
- Flexible and up to testing new things
- Independent, self-starter who executes tasks on time, every time.
- Strong communication skills and willingness to take constructive feedback.

- Loyal, hardworking, and comfortable in a fast paced small-business environment where priorities can change quickly.
- Able to travel to live events for our company, programs, and team events (at least 6 times per year).
- Available to attend daily, weekly, or monthly Team meetings.
- Flexible schedule outside of the standard 9 – 5

Personal attributes needed to undertake job

- Thorough knowledge of modern management principles
- Thorough knowledge of staff utilization and motivation
- Ability to plan and manage the work of subordinate staff
- Ability to develop, establish, and maintain effective working relationships with public, private, and governmental offices and agencies
- Ability to develop operational and program objectives within the framework of the unit’s mandated function
- Ability to multi-task and innovate

Requirements

- 5 to 10 years of related experience in program management/project management
- Be fluent in Microsoft Office programs and internet research
- Types 55 WPM
- Tech Savvy

About the BBOP Center

The Black and Brown Opportunities for Profit (BBOP) Center is the first of its kind technology hub which will serve as the launching site to incubate new businesses for women of color entrepreneurs. What makes this unique is that it is user led designed and informed by our research, focus groups and experiential programs that help women build, launch, and scale profitable businesses.

About Time for Change Foundation

Time for Change Foundation's (TFCF) mission is to empower disenfranchised low-income individuals and families by building leadership through evidence-based programs and housing to create self-sufficiency and thriving communities. In 2002, our founder, Kim Carter took the pain of her past to create the remedy to end homelessness, family separation and incarceration. She knew that creating affordable housing and economic opportunities would give women the tools they need to reach self-sufficiency and reclaim their families. Today, TFCF's innovative approach has helped 2,600 homeless women become self-sufficient, reunited 311 kids from foster care back with their moms and created a model that is being duplicated across California. Time for Change Foundation is a beacon of light, “We call it Home, Others call it Hope.”