



## Micro-Enterprise Development Services Specialist



**Department/Program:** ASSETS

**Worksite:** Coconut Grove

**Position Title:** Micro-Enterprise Development Services Specialist

**Length of commitment:** Min. 1- Max. 2 years

**Service Hours:** One service year with minimum 1700/year

**Scheduling:** 35-40 hours/week

**Living Allowance:** \$ 11,800-13,000/year+ health & childcare & \$5,350 education award

**Primary Supervisor Title:** ASSETS Program Coordinator

**Service Summary:** Micro-Enterprise Development Services will aim to expand and strengthen the ASSETS (A Service for Self-Employment, Training and Support) Program by supporting various development and quality assurance initiatives and by providing high-quality services to clients.

### Duties/Responsibilities:

1. Provide direct services to ASSETS program clients:

**Tasks:**

- Carry out client intake procedures and deliver high-quality customer service
- Provide information and answer questions about the program to clients
- Provide assistance to small business owners in business planning, financial management and marketing by researching market, providing partner information, connecting them with opportunities and services offered
- Provide tax preparation and other direct services to small-business owners to increase or meet clients' economic and financial development
- Build and maintain good rapport with clients and follow-up to evaluate program outcomes and ensure satisfaction

2. Support development activities and outreach efforts to expand network of clients, volunteers, partners and other stakeholders:

**Tasks:**

- Develop tools for promotion of the services and resources to increase outreach
- Strengthen and support development of volunteer and client base through building and maintain relationships
- Provide research and outreach support to potential referral sources and to educate the community on ASSETS' business services
- Conduct research to provide supporting information and develop supplements for the curriculum such as articles, financial information or templates
- Assist with the improvement of the referral system, client tracking system, evaluation of progress, outcomes of program to measure effectiveness through surveys and other tools
- Conduct research for potential opportunities, referral or funding sources for clients as well as the program
- Follow-through leads for any potential clients, volunteers or other valuable opportunities

**Length of commitment:** Minimum 1 year- Maximum 2 years

**Estimated total weekly hours:** 35-40 hours

## Qualifications Sought

Education Level: Minimum Associate Degree is required. Undergraduate and Master's degree students are preferred.

Majors Desired: Business Administration, Marketing, Finance, Accounting, Social Work and Public Administration or related field.

Skills/Abilities:

1. Excellent writing, communication, interpersonal and organization skills
2. Proactive, self-starter, dynamic individual with entrepreneurial mindset to take on responsibilities and advance the program with enthusiasm to help individuals reach their potential
3. Ability to analyze complex problems and provide solutions to clients and to Management
4. Multi-tasking skills along with dependability to be able to handle multiple functions and deadlines simultaneously
5. Compassion for providing excellent customer service and strong passion for serving others.

Knowledge:

1. Knowledge of business processes, strategic planning and management
2. General knowledge of business functions of finance, accounting, marketing and sales
3. Desire and knowledge to research with willingness to learn to improve processes
4. Knowledge of computer applications Microsoft Word, Excel, PPT etc.

## Learning/Experience Outcomes:

1. AmeriCorps Member will have one-on-one experience to apply business knowledge in every aspect of various types of small-businesses
2. AmeriCorps Member will have the chance to provide direct services to many aspiring entrepreneurs and will learn the challenges to start-up a business
3. AmeriCorps Member will gain extensive knowledge of relevant procedures and legislature, and network of business world.
4. AmeriCorps Member will build valuable skills in consulting, teaching and development of a program

**Community Impact:** The Micro-Enterprise Development Specialist will have direct impact on the community and low-income entrepreneurs in reaching their potential as well as enhancing the program through direct services.

For more information about the program or to apply for this service position please visit our website: [www.sflum.org](http://www.sflum.org).

For more information about AmeriCorps program, eligibility, and benefits offered, please visit: [www.americorps.gov](http://www.americorps.gov).

