

Small Business Development Coordinator Excelsior Action Group

The Organization

The Excelsior Action Group (EAG) is a community-driven organization made up of residents, merchants and community organizations actively developing & implementing a vision for the future of the Excelsior, Outer Mission, and Broad and Randolph commercial corridors. EAG executes a dynamic program of commercial corridor revitalization that includes, but is not limited to, business support and attraction, neighborhood beautification, and small business promotion. The Executive Director, EAG's active Board of Directors, and volunteer sub-committees collaborate to achieve EAG's mission and program for corridor revitalization. The Small Business Development Coordinator will assist the Executive Director in coordinating and implementing a variety of hands-on projects and programs in keeping with EAG's mission. The Small Business Development Coordinator will report directly to the Executive Director.

Candidates

This position is ideal for an individual seeking hands-on experience working directly with diverse small business owners within programs offered by the City and County of San Francisco. The candidate should have a strong interest in making a difference in the historically underserved Excelsior, Outer Mission, and Broad and Randolph neighborhoods in San Francisco. The candidate will be expected to be an integral member of a fast-paced team in a highly dynamic, casual, and fun office. Interest in, or experience with, small business development, grassroots community engagement, and/or commercial real estate is a plus. Bilingual fluency in both Chinese and English and bicultural proficiency are required.

Responsibilities

Specific responsibilities include, but are not limited to:

- Small Business case management: Assess small business client needs, concerns, and issues, and develop and implement an action plan for resolution, work closely and under the direction of the Executive Director
- Manage and deploy programs and services supporting small business entrepreneurs to reach their goals. Programs and services may include, but not limited to; Financial Assistance Programs, Storefront Improvement Programs, and Safer Business Safer Community Program.
- Maintain an up-to-date database of EAG commercial and residential property owners, development projects, available office and retail space, and an inventory of existing buildings and tenants.
- Ensure that the EAG database of vacant buildings and sites is accurate and comprehensive.
- Work with Small Business Development partners such as the Office of Economic and Workforce Development (OEWD), Main Street Launch, Mission Economic Development Agency (MEDA), Working Solutions, San Francisco Small Business Development Center (SFSBDC), to provide small business support services.
- Report to the Executive Director monthly client on client progress within different programs or attainment of small business goals.
- Represent EAG at various community meetings.
- Other duties as assigned.

Qualifications

Academic Requirements: Undergraduate degree, graduate degree a plus. Work experience may be substituted for academic degree(s). Relevant work experience includes Small Business Coaching, Small Business Development, Finance, Urban Planning, and/or related field.

The ideal candidate will demonstrate:

- Bilingual Cantonese/Mandarin (**required**)
- Presentation and public speaking experience
- Comfortable engagement with stakeholders including neighborhood organizations, local nonprofit partner organizations (Working Solutions, Renaissance Center, etc.), merchant groups, Mayor's Office of Economic and Workforce Development (OEWD), and the District 11 Supervisor's office.
- Understanding of local economic development tools.
- A genuine interest in and experience with place-making and urban revitalization.
- The ability to effectively manage and prioritize multiple tasks in a fast-paced environment.
- A positive attitude; problem-solver.
- An ability to take initiative and set and meet goals independently.
- The ability to communicate and build partnerships with different constituencies.
- Excellent organizational skills
- Experience with Salesforce or other CRM systems is a plus.
- Familiarity with the Excelsior, Outer Mission, or Broad and Randolph communities is a plus

Hours/Schedule/Compensation

Full-time exempt position. \$45,000-\$50,000 a year (depending on experience) with a fringe benefits package, training and leadership development opportunities, and opportunities for growth.

Contact

Send resumes and cover letter via e-mail to Stephanie Cajina at scajina@eagsf.org (Subject: "2018 EAG Small Business Development Coordinator Application"). For more information about the position call (415) 769-5115 or email scajina@eagsf.org email.. All applications are due by **Friday, December 14, 2018**.

EAG is an equal opportunity employer.