

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 business owners, getting fully-immersed in small business programs offered by the City and County of San Francisco, and wishing to make a difference in historically underserved 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, or commercial real estate is a plus. Bilingual fluency in both Chinese and English and bicultural candidates 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 entrepreneurs in reaching their small business goals. Programs and services may include, but not limited to; Financial Assistance Programs, Storefront Improvement Programs, Safer Business Safer Community Program, etc.
- Maintain up-to-date database of EAG commercial and residential property owners, development projects, available office and retail space, and inventory of existing buildings and tenants.
- Ensure 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, Small Business Development Center (SFSBDC), to provide small business support services
- Report to the Executive Director as follows: Update monthly client reports with client progress within different programs or attainment of small business goals
- Represent EAG at various community meetings
- Other duties as assigned



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Qualifications

Academic Requirements: Undergraduate degree, graduate degree a plus, work experience may substitute academic requirements. Relevant work experience includes Small Business Coaching, Small Business Development, Finance, Urban Planning, or related field.

The ideal candidate will demonstrate:

- Bilingual Cantonese/Mandarin (**required**)
- Ability to effectively manage and prioritize multiple tasks in fast paced environment
- Understanding of local economic development tools
- Comfortable engaging with stakeholders including neighborhood organizations, local nonprofit partner organizations (Working Solutions, Renaissance Center, etc.), merchant groups, and Mayor's Office of Economic and Workforce Development (OEWD)
- Genuine interest and experience in place-making and urban revitalization
- Positive attitude; problem-solver
- Ability to take initiative and set and meet independent goals
- Ability to communicate and build partnerships with different constituencies
- Excellent organizational skills
- Presentation and public speaking experience
- 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 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: "2019 EAG Small Business Development Coordinator Application"). For more information about the position call (415) 769-5115 or scajina@eagsf.org email for more information. All applications due by **Friday, January 4, 2019**. EAG is an equal opportunity employer.