

JOB TITLE: Program Manager

DEPARTMENT: Domestic Programs- TAEP

REPORTS TO: Vice President for Global & Domestic Programs

FLSA STATUS: Exempt

SALARY: \$50,000 - \$60,000 Depending on experience

PURPOSE OF POSITION

The TAEP (Technical Assistance Expansion Program) Program Manager oversees the implementation and delivery of the Governor's Office for Business & Economic Development grant, also known as the TAEP Small Business Innovation Center. The Program Manager designs strategic plans and services for the small business community and ensures the execution of program goals and deliverables for the grant. The TAEP grant is administered by the California Asian Chamber of Commerce (CalAsian) and is intended to expand and advance the economic development efforts in California, with a focus on Sacramento and San Joaquin counties. The program works closely with other federal and state programs operated by CalAsian to assist minority, women-owned, and disadvantaged businesses in accessing technical assistance to grow and scale their business for success.

The position provides leadership and oversight for program activities and initiatives designed to attract new MBE and DBE businesses and to support existing businesses that are classified as economically and socially disadvantaged. S/he will also work closely with partner organizations and subject matter experts to plan and execute events, webinars, and business development opportunities to serve potential and existing businesses. The Program Manager will work closely with other program teams at CalAsian to ensure all project activities under the TAEP grant are implemented effectively and efficiently, and all goals are successfully met.

KEY RESPONSIBILITIES

Project Management and Reporting

- Create business development and matchmaking opportunities for clients and customers.
- Provide oversight for the design, development and quality of the program's outreach, marketing, and communication for all program activities and events.
- Manage the relationship with the marketing and communications department, and external vendors as needed to produce marketing collateral and promotional efforts (tasks include development and delivery of marketing materials).
- Work closely with partner organizations to co-host events, webinars and related activities designed to assist MBEs and DBEs to access resources, tools, and technical expertise to access contracts and procurement opportunities.
- Assist with developing impact reports to support the quality and delivery of grant objectives
- Oversee the quality and relevance of content for the program's website and social media platforms.

Coordination, Networking, and Partnership Building

- Develop and cultivate robust partnerships with public and private organizations, corporate partners and small businesses to advance the reach and impact of TAEP SBIC priorities.

- Coordinate engagement with government, non-profit and private. stakeholders to promote domestic business, contracts and procurement opportunities for MBEs and DBEs.
- Communicate opportunities, initiatives, and events with all existing and prospective partners in the public, private and corporate sectors.

Grant Administration and External Engagement

- Represent and communicate the mission and program goals of the TAEP grant to internal and external stakeholders and how TAEP works closely with CalAsian to advance the economic development goals to support disadvantaged and minority businesses.
- Develop and manage all program updates and grant reports to GO Biz and CalAsian stakeholders, and CalAsian leadership.
- Participate in all GO Biz and TAEP program meetings and engagements as lead representative for CalAsian Pacific Chamber of Commerce.
- In Coordination with the SBDC Project Director and the VP for Global and Domestic Programs, recruit, train and supervise consultants and vendors to support the TAEP and SBDC programs as needed.
- Manage, train and supervise all consultants who supports the TAEP grant.
- Coordinate with other department leads at CalAsian to ensure the program works in compliance with both GO Biz TAEP and CalAsian guidelines and expectations.

Client Engagement and Customer Service

- Develop a system and process for managing business client leads and strengthen existing mechanisms to better engage existing business clients.
- Partner and coordinate with other CalAsian programs to synchronize areas where centers and programs overlap in its services to support the small business community (i.e. MBDA Business Center, MBDA Coronavirus Response & Relief Program, SBTRC, SBDC-San Joaquin)
- Design efficient process and systems for managing client services by connecting them to appropriate resources, technical assistance (certification, bonding, contracting), and subject matter experts to support the needs and goals of business owners
- Develop relationships and partnerships with consultants, subject matter experts, and chamber partners to identify solutions and technical assistance to help clients succeed

REQUIRED SKILLS AND QUALIFICATIONS

Education

Bachelor's degree in business development, marketing, business management or international trade.

Knowledge & Skills

- Strong understanding of small businesses, U.S. government grants and contracts, U.S. government reporting and planning process.
- Excellent planning, project management and personnel management skills.
- Advanced written and verbal communication skills.
- Flexible, creative, and able to work under pressure and meet tight deadlines.
- Excellent interpersonal skills and high emotional intelligence.
- Ability to engage senior leaders and small business community members.
- Collaborative and strategic in partnering with other teams and departments to achieve program goals.

Experience

- A minimum of 3 years of work-related experience in business development, project management, and implementation of activities in the economic development sector or a nonprofit organization.
- Excellent project management experience with attention to detail.
- Adept with identifying new business opportunities to serve clients.
- Experience with utilizing data collection platforms and research methods to develop impact reports highly desired.
- Proven experience in managing a /program towards achieving results under pressure.
- Demonstrated experience in building collaborative relationships and unity within an organization to ensure program operations excel.
- Proficiency in Windows-based software and willingness to learn CRM software.

The Sacramento and California Asian Pacific Chamber(s) of Commerce are the largest ethnic chambers in California serving the Sacramento region, and the State of California's 600,000 API owned businesses. Both chambers are focused on providing consulting and technical assistance services for both domestic and international minority-owned business clients to help them start, grow and expand into California Next Economy and compete effectively both domestically and globally.

APPLICATION PROCESS:

Position open until filled. Submit CV with cover letter by email to bmelecio@calasiancc.org.