Bilingual Small Business Program Coordinator (Mandarin) – Contract Position

Job Description

Founded in 1989, the Asian American Federation (AAF) is an umbrella leadership organization that represents the collective voice of 70 community-based organizations serving 1.3 million Asian Americans, the fastest-growing population in New York City. AAF is one of the strongest leadership voices advocating for better policies, services, and funding that lead to more justice and opportunity for Asian immigrants, one of New York City’s poorest and underserved communities.

Our mission is to raise the influence and well-being of the pan-Asian American community through research, policy advocacy, public awareness, and organizational development. We support Asians from 20 ethnic groups—diverse in language, culture, and religion—that make up New York’s Asian community by providing expert research and unrelenting advocacy; working with lawmakers to change policies; and training Asian nonprofits to better serve their communities.

Overview:

This contract position will run from July 1, 2021 to June 30, 2022, with the possibility of becoming permanent contingent on funding.

Asian immigrant small business owners are perpetually at a disadvantage, as language barriers and a dearth of culturally appropriate services stymie their ability to sustain and grow their businesses. Information about fast-changing government regulations and assistance programs rarely reach the Asian small business community in a timely manner, and business owners with limited English proficiency are currently facing some of the greatest challenges in keeping their doors open due to the devastating effects of the pandemic.

AAF seeks a Bilingual Small Business Program Coordinator to implement the Construction Site Safety Training (SST) Program, a city-funded training program for the small business workforce, as well as serve as AAF’s lead liaison for the Chinese-speaking small business community. Reporting to the Associate Director of Small Business Programs, this person will be responsible for the outreach, coordination, and advocacy for the Chinese small business community across New York City.

Major responsibilities will include:

- Conducting outreach to Chinese construction workers, as well as other Asian communities with a significant construction workforce (TBD), to increase awareness of the SST program
- Providing information sessions on the SST program to increase participation in trainings
- Referring training candidates to SST course providers and providing language assistance in the referral process
- Facilitating meetings and feedback sessions with small business stakeholders to ensure their needs are reflected in city/state policies
- Conducting surveys with businesses, consumers, and other relevant community stakeholders
- Building relationships with various business and community stakeholders through regular communication
- Referring businesses to technical assistance and loan programs as needed
• Assisting in the coordination of special events and other tasks that may be necessary to advance AAF’s organizational mission

**Qualifications:**

• Must have advanced verbal and written proficiency in Mandarin; interpretation and/or translation experience a plus
• Fluency in Cantonese and/or Korean a plus
• Bachelor’s degree required
• 2-3 years of relevant experience in entrepreneurship, canvassing, business counseling, marketing field campaigns, or related field a plus
• Excellent written and verbal communication skills
• Knowledge of business development, real estate, urban planning, or community organizing a plus
• Exceptional organizational skills, with demonstrated ability to manage concurrent multiple assignments, meet tight deadlines, and prioritize accordingly
• Superior relationship management skills, with ability to work both independently and collaboratively

**Compensation:** Salary range is from $48,000 to $50,000 per year, commensurate with experience. Comprehensive benefits package includes generous paid time off, health, dental, vision, and life insurance, as well as a 403(b) plan.

**To Apply:** Please email cover letter and resume with [Last Name] Bilingual Small Business Program Coordinator in the subject line to HR@aafederation.org. Applications will be reviewed on a rolling basis, and the position will begin immediately. No phone calls, please.

*The Asian American Federation is an Equal Opportunity Employer.*