BLDG Memphis Position Description – Small Business Outreach Navigator

Summary
BLDG Memphis is a coalition of organizations and individuals who support the equitable redevelopment of healthy, vibrant, attractive, and economically sustainable neighborhoods throughout Memphis. BLDG Memphis drives investments in Memphis neighborhoods through building capacity in Community Development Corporations (CDCs), public policy, and civic engagement.

BLDG Memphis is supporting seven CDC partners as they deploy outreach and small business assistance to entrepreneurs and small businesses that are woman, veteran, and socially and economically disadvantaged owned. CDC-led small business and entrepreneurial activities include,

- Technical assistance (direct and referrals) with pandemic relief loans and recovery for small business and entrepreneurs in the seven communities.
- Awareness and access to small business loans, business strategy, application support, capital, mentoring and networking opportunities.
- Capacity building and exposure for entrepreneurs in disinvested neighborhoods.
- Activating small business pop-up, storefront opportunities in commercial spaces.

We are seeking two qualified individuals to support and work with CDCs to conduct organizing and outreach as well as coordinate technical assistance and business exposure events in neighborhoods.

Reporting
This position reports to the Capacity Building Director.

Responsibilities:
The position will conduct culturally relevant outreach to small business, work with CDCs to implement a coordinated strategy of business assistance and referrals to technical assistance providers, will coordinate MemFix projects throughout each appropriate CDC neighborhood, and will collect and analyze all data for program evaluation.

Small Business Outreach
- Conduct outreach in-person, through email, and over the phone to reach local businesses and respond to their inquiries.
- Support CDCs to develop business directories and to distribute marketing materials that convey CDC programs and technical assistance.
- Support the development of CDC-led programming and communications to help recruit, drive business participation and spread awareness of opportunities for technical assistance, access to capital, and other business offerings.
- Meet with CDCs regularly to align, track, and monitor goals
- Coordinate referrals, meetings, workshops and trainings with small business assistance agencies.

Reporting
- Collect data on business assistance activities as set by the Capacity Building Director regularly and present in quarterly assessment reports and meetings
- Compile collected data and present a report on the measures to project partners.
- Support Spokes reporting using the online data and client management software.

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Events
- Support CDCs to plan and coordinate neighborhood events highlighting neighborhood-based businesses, MemFix.
- Support CDCs to identify and set up commercial spaces for temporary business pop-ups
- Support CDCs recruit business for participation in businesses events.

Qualifications and Requirements
- Excellent written communication skills for drafting reports, communicating to partners and other documentation to communicate to businesses.
- Excellent oral communicator to support outreach activities, presentations, and maintaining clear communications.
- Bilingual communicator English/Spanish a plus.
- Proficient with typical office technology, productivity software and online communications platforms as well as comfortable learning and using new technology.
- Ability to work independently and to lead and/or participate in dynamic project teams.
- Comfortable with multiple reporting relationships (BLDG Memphis, CDCs, partners)
- Energetic and enthusiastic attitude.
- Experience working one-on-one with grassroots leaders is desirable, as is knowledge of Memphis neighborhoods and interest in small business and neighborhood revitalization issues is strongly preferred.
- Position will require some evening and weekend hours.
- Position responsibilities will require mostly out of the office tasks.

Compensation
This position is grant funded in part through a cooperative agreement with the US Small Business Administration. The grant and position closes December 1, 2023. The Small Business Outreach Navigator compensation is $35,000 plus health and benefits allowance.

To Respond
Interested candidates should send their resume accompanied by a cover letter to engage@bldgmemphis.org. Resumes will be accepted until the position is filled. Interviews will begin as received and the projected start date is April 2022.

Workplace Diversity & Equal Employment Opportunity
BLDG Memphis cultivates a work environment that encourages fairness, teamwork, and respect among all employees. We are firmly committed to maintaining a work atmosphere in which people of diverse backgrounds and lifestyles may grow personally and professionally.

BLDG Memphis is an equal opportunity employer. It is our strong belief that equal opportunity for all employees is central to the continuing success of our organization. We will not discriminate against an employee or applicant for employment because of race, religion, sex, national origin, ethnicity, age, physical disabilities, political affiliation, sexual orientation, color, gender identity characteristics or expression, marital status, veteran status, or medical condition (for example, AIDS, ARC-related illness, or cancer) in hiring, promotion, demotion, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay, or other forms of compensation. Opportunity is provided to all employees on the basis of qualifications and job requirements.

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