

**Administrative Program Coordinator (Part-Time)  
Delaware Small Business Development Center  
University of Delaware**

**Context of the Job:**

The Delaware Small Business Development Center (SBDC) has been serving the state of Delaware for over 35 years. Its mission is to strengthen Delaware's economic base by providing quality management assistance, education programs and resources to Delaware's small business community.

The Administrative Program Coordinator will support the SBDC's Community Navigator Pilot Program (CNPP). The Navigator Program will help level the playing field for Delaware's underserved entrepreneurs, especially people of color, individuals with disabilities, and business owners in rural and low-income communities. The SBDC will serve as the "hub" and leverage partnerships with trusted community-based "spoke" organizations to help small businesses navigate and tap into critical resources.

**Major Responsibilities:**

Assist the Navigator Program Manager and SBDC Navigator team with administration, communication, event coordination, data entry, and reporting. Specific duties include (but are not limited to):

- Act as point-of-contact for incoming communication and outgoing responses via phone, email, etc.
- Track communication and client requests
- Make client referrals to community partners and assist with client enrollment
- Setup outreach and training events in the CRM; track client attendance and satisfaction
- Perform data collection, data entry, and data reporting tasks to support the Program Manager
- Assist with other administrative, communication, and data/reporting functions, as assigned
- Maintain electronic files and records
- Send program surveys and collect results
- Coordinate meeting and event scheduling for Navigator team
- Provide meeting/event coverage to facilitate event setup/break-down and hosting
- Maintain the Navigator meetings and events calendars
- Assist in the planning and coordination of program events and meeting logistics (for virtual and in-person events and meetings)
- Participate in SBDC/Navigator trainings and professional development, as assigned

**Qualifications:**

- Must have experience in office administration, project/event coordination, or related field
- Excellent communication skills, both verbally and in writing; Bilingual (English/Spanish) preferred
- Excellent customer service skills
- Knowledge of and ability to use advanced techniques in all Microsoft Office applications (Word, PowerPoint, Excel, and Teams)
- Proficient in digital communications, productivity, and related tools, including: scheduling applications (MS Outlook), Web based meeting platforms (such as Zoom, Teams, and WebEx), survey tools (Survey Monkey), email communication tools (Constant Contact), etc.

- Working knowledge and experience with databases for data collection, tracking, and reporting
- Must be detail-oriented, organized, and able to manage multiple tasks and objectives
- Ability to be flexible and manage time to meet job requirements
- Ability to organize resources and establish priorities
- Demonstrated ability to work effectively as part of a team
- Ability to communicate/work effectively with a wide range of constituencies in a diverse community

### **Terms and Conditions:**

- Position will work for approximately 25 hours per week (both remotely and in-person).
- Position is paid hourly, no benefits.

### **To Apply:**

- Please send an application via e-mail to: [NavigateDE@udel.edu](mailto:NavigateDE@udel.edu).
- Subject line should read: “Navigator Program Coordinator”
- Please include the following in your application:
  - Cover letter
  - Resume
  - Contact information for two references
- This position will remain open until filled.

### **Additional Information:**

Read the SBA’s official announcement here for the Community Navigator Pilot Program:

<https://www.sba.gov/article/2021/oct/28/sba-administrator-guzman-biden-harris-administration-announce-community-navigator-pilot-program>.

Employment offer will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment. The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group members, Women, Individuals with Disabilities, and Veterans. The University’s Notice of Non-Discrimination can be found at <http://www.udel.edu/aboutus/legalnotices.html>.