Program Facilitation Specialist

About LAEDA
LAEDA works collaboratively with various government agencies, community development organizations, financial institutions, merchant associations and Chambers of Commerce to leverage its entrepreneurial mission to advance community economic development goals of emerging communities in the seven counties of South Jersey (Burlington, Camden, Gloucester, Atlantic, Cumberland, Salem and Cape May counties).

Objectives of this Role

- Exhibit strong understanding of LAEDA's missions and core services, and effectively translate them into relevant and impactful business education programming..
- The Program Facilitation Specialist will work together with the program team to ensure the achievement of quality training as well as business outcomes for clients.
- Participate in the coordination and delivery of client-focused training that is personalized, timely and productive.
- Demonstrate professional standards of conduct regarding client confidentiality, conflicts of interest, and professional behavior.

Work Objectives
The Program Facilitation Specialist is responsible for the facilitation of business education programming amongst business owners and residents in LAEDA's service areas, including but not limited to - Camden, Gloucester, Cumberland, Burlington, and Atlantic Counties. LAEDA is targeting communities with a high concentration of LMI (low-to-moderate-income) population that have a central shopping district or commercial corridor, such as Mt. Holly, Burlington City, Riverside, Bridgeton, Vineland, Millville, Atlantic City, Woodbury and Camden. The Specialist reports directly to the LAEDA Business Services Program Manager. The Specialist's core area of responsibility is as follows:

- <u>Training Facilitation</u>
    - Responsible for the day-to-day facilitation of LAEDA's entrepreneurship training programs to ensure the professionalism and effectiveness of long-term and short-term training programs.
    - Responsible for classroom management (before, during, and after training), while achieving learning objectives for each program.
    - Foster a positive learning environment that promotes engagement and participation.

Day to Day to Responsibilities

Training Facilitation & Administration

- Hosting business education programs as outlined in the Program SOP including recording all information as outlined in “Class Facilitation Checklist”
- Tracking client training outcomes, maintaining confidential client records, and producing program performance reports.
- Demonstrating professionalism through familiarity with training topics and material
- Administering class communications via Google Classroom/email/phone calls to provide access to resources, timely reminders and programmatic support for training clients.
- Conducting daily class evaluations to continually improve LAEDA’s training experience.
- Reporting in LAEDA’s Client Relationship Management system to track student progress, achievements, and programmatic outcomes.

Skills and Qualifications

- A broad, general knowledge of business related topics
- Excellent interpersonal and communication skills, bilingual (English-Spanish) skills are preferred
- Proficiency in Microsoft Office, Google Workspace and computer based reporting systems
- Ability to manage multiple assignments, organize work and establish priorities with minimal supervision
- Excellent written, verbal and public speaking skills
- Valid driver's license and access to a vehicle, and willingness to travel locally and work a varied schedule (i.e. evenings, days and weekends) as needed

Physical Requirements: This position requires the ability to travel to off-site training events within the service area, sit for an extended time with clients, and remain alert and attentive to clients. It may require the ability to climb steps and walk distances. As well as perform office duties such as using a computer, telephone and communicating with staff and clients.

Working Conditions: This is an in-person position.