



WOMEN'S BUSINESS CENTER PROGRAM COORDINATOR SBA WOMEN'S BUSINESS CENTER - GRANT NO. SBAOEDWB220047-03-02

REPORT TO: Women's Business Center Director – Grant funded

E CLASS: PT- 6 Month (Temporary)

FLSA: Non-Exempt

PURPOSE:

The Program Coordinator provides administrative, programmatic, and client support for the Miles College Women's Business Center. This part time temporary position works closely with the Interim Project Director to deliver business coaching, coordinate workshops and cohorts, maintain program records, and support overall center operations on both remote and on-site basis.

REQUIRED QUALIFICATIONS:

Associate's degree required; Bachelor's preferred. One or more years of program coordination or business services experience. Small business development or coaching experience preferred. Experience with SBA programs required. Experience with Miles College SBA programs preferred. Strong organizational and database management skills required. Experience with data reporting specifically Neoserra database required.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Provide business coaching and counseling to women entrepreneurs
- Coordinate and facilitate training workshops, cohorts, and events
- Maintain client records and performance data in Neoserra database
- Schedule appointments, site visits, and counseling sessions
- Assist with training materials and workshop resources
- Support marketing, social media, and lead generation
- Prepare activity reports for SBA reporting
- Assist with event logistics and participant follow-up
- Respond to client inquiries via phone, email, and in-person

KNOWLEDGE, SKILLS & ABILITIES:

- Strong interpersonal and communication skills for client engagement and coaching
- Proficiency in database systems, CRM platforms, and Microsoft Office Suite
- Ability to organize and manage multiple tasks with attention to detail
- Knowledge of small business operations and business development
- Experience with workshop facilitation or training delivery preferred
- Ability to work independently in remote settings and collaboratively in teams
- Strong customer service orientation with professional demeanor
- Ability to maintain confidentiality and handle sensitive client information
- Flexible schedule to accommodate workshops, evening events, and site visits
- Reliable technology access for remote work

WORK ENVIRONMENT:

The work environment includes exposure to physical conditions typical of a normal office environment. Most of the job is performed while sitting, although the work may require occasional standing or walking and/or lifting and carrying small objects.

TRAVEL:

Travel is required for this position.

***This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment.*

SPECIAL INSTRUCTIONS TO APPLICANTS:

A criminal background check will be conducted. *No phone calls will be accepted. Interested applicants should submit a resume, cover letter, and application to hr@miles.edu. Must be legally authorized to work in the United States without need for employer sponsorship, now or at any time in the future.* Due to the large volume of inquiries, applicants will only receive a response if there is a match, at which point the applicant will be contacted for an interview.

NOTICE OF NON-DISCRIMINATION

Miles College is an equal-opportunity employer dedicated to building an inclusive and diverse workforce. Miles College does not discriminate in its educational programs and activities based on race, color, religion, ethnic or national origin, age, disability, sex, gender, gender identity, gender expression, sexual orientation, veteran status, or any other bases prohibited by law. Inquiries about the application of Title IX and its supporting regulations may be directed to the Title IX Coordinator, Brown Hall Room 101, 5500 Myron Massey Blvd Fairfield, AL 35064, 205-929-1440, titleix@miles.edu. For information on the Title IX Sexual Harassment/Sexual Assault policy and grievance procedures, please [Click here](#).

TITLE IX / STATEMENT OF NONDISCRIMINATION

As set forth in this Policy, MILES COLLEGE prohibits discrimination on the basis of sex in its programs and activities. As defined by Title IX, discrimination on the basis of sex includes discrimination on the basis of sex stereotypes, sex characteristics, pregnancy or related conditions, sexual orientation, and gender identity.

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