

Small Business Outreach Specialist

Prosper West San Antonio
610 SW 41st Street, Building B, San Antonio, TX 78237



ORGANIZATION

At Prosper West San Antonio, we are working to build wealth in innovative ways for the residents and small businesses of San Antonio's Westside. Prosper West, formerly Westside Development Corporation, is a nonprofit founded in 2006, by the City of San Antonio. Our mission is to foster economic development, promote the development and redevelopment of real estate within our service area, while preserving the character, culture, and history of the Westside.

ARE YOU A FIT AT PROSPER WEST

A good fit at Prosper West is someone who is motivated by making positive impact in the community and is passionate about helping small businesses succeed. They should be entrepreneurial in spirit, not easily discouraged, and see opportunities in challenges. Additionally, they should be detail-oriented, great with follow-up, and possess excellent communication and interpersonal skills. They should be proficient with technology, comfortable working independently and as a team, with the drive to learn and further develop their skills. Most importantly, they should be dedicated to the mission and values of Prosper West San Antonio and have a genuine desire to help the community thrive.

JOB SUMMARY

The Small Business Outreach Specialist is part of the new Small Business Navigator/Compañero Program of Prosper West. Specialists will provide outreach, guidance, and support to Westside small businesses in navigating the challenges of starting, running, and growing their business. This role works closely with small business owners to build relationships, identify their needs, provide resources and referrals, and ensure timely follow-up. This is a new 2-year grant-funded position and will report to the Program Manager. The ideal candidate knows the Westside community very well and can serve as a trusted partner to our small businesses. Experience in small business development and/or operations is preferred, but not critical for success. Training will be provided.

SALARY

- \$40,000 - \$50,000 per year based on qualifications

KEY RESPONSIBILITIES

- Meet with small business owners to understand their unique needs through comprehensive assessments and consultative communication.
- Develop relationships with small business owners in assigned areas to establish yourself as a trusted partner in their success.
- Collaborate with resource partners to identify areas for improvement for each business and develop tailored solutions that drive small business success and growth.

- Identify, develop, and leverage a vast network of resources and referrals to help small businesses achieve their objectives; ranging from funding sources, professional business services, trainings, procurement, and capital readiness.
- Maintain comprehensive and accurate documentation of interactions with small business owners, ensuring timely and effective follow-up via phone, email, and other channels.
- Utilize Prosper West's CRM software to document and track activities, follow-ups, and ensure timely completion of tasks.
- Collaborate effectively with business development organizations, economic development agencies, and community partners to optimize resources and support for small businesses.
- Promote and cross-market Prosper West's small business programs and partner initiatives to increase awareness and participation among small business owners and the community.
- Stay current on local, state, and federal processes and regulations and leverage this knowledge to help clients succeed.
- Assist with generating and preparing reports related to small business support services and outcomes.
- Support Prosper West hosted events and meetings with planning, organizing, facilitating, and/or onsite management, as needed.
- Work collaboratively with team members to continually improve processes.
- Perform other duties as assigned, including providing additional support to team members and other departments as needed.

QUALIFICATIONS

- Bachelor's degree in business administration, marketing, finance, or a related field of study OR equivalent work experience in a related field may be considered in lieu of formal education.
- Experience in client/customer engagement and development.
- Proficiency in CRM software and Microsoft Office applications.
- Bilingual in Spanish is a plus.

REQUIRED SKILLS:

- Ability to relate personally with Westside families and businesses.
- Ability to establish trust and develop relationships.
- Detail-oriented with a strong commitment to quality, efficiency, and effectiveness.
- Strong organizational skills with ability to manage multiple tasks, priorities, and deadlines.
- Able to work independently, collaborate with others, and in a team environment.
- Strong communication and interpersonal skills, with the ability to work effectively with small business owners, and community partners.
- Self-motivated with a strong work ethic and a commitment to helping small businesses succeed.
- Flexible and adaptable to changing priorities and evolving responsibilities.

- Willingness to learn and motivated to further develop skill set.
- Collaborate with others and work independently effectively in a team environment.
- Demonstrates energy and enthusiasm for the mission of Prosper West San Antonio and the Westside of San Antonio.

DESIRED SKILLS:

- Experience using CRM software to track follow-up activities and ensure timely completion of tasks.
- Analytical and problem-solving skills to identify small business needs and develop appropriate solutions.
- Knowledge of small business development and growth strategies, including business planning, marketing, finance, and operations.
- Familiarity with local, state, and federal resources related to small business development and growth.
- Experience with procurement and capital readiness assessments.

SCHEDULE

- Monday through Friday, 9 a.m. – 5 p.m.
- Hybrid work environment – remote and in-office.
- Occasional evening and weekend work may be required as job duties demand.

BENEFITS

- Paid health, dental, and vision benefits.
- Paid time-off.

COMPANY'S WEBSITE

- <http://www.prosperwestsa.org>

TO APPLY

- Email resume, cover letter, and a list of three references to info@prosperwestsa.org.
- A working style and/or personality assessment may be conducted.

WORK ENVIRONMENT

- The work schedule and environment will include a hybrid of office and field work with 2-3 days in the office per week and other days in the field working with businesses. Workday will also include offsite meetings with small business owners and partners, and attendance at events. There may be occasions where evening and weekend work is necessary to ensure that small business owners' needs are met.