



Program Manager
Small Business Navigator/Compañero Program

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 Program Manager is responsible for planning, managing, and overseeing the development and operations of the Small Business Navigator/Compañero Program and staff. Under the supervision of the Small Business Director, the Program Manager will develop program objectives and strategies that align with organizational goals, assess program impact, ensure desired outcomes are met, track and report metrics, develop and monitor budgets, and writing program funding proposals. They will train, supervise, and manage support staff including the Small Business Outreach Specialists (Navigators/Compañeros). The Program Manager is a new 2-year grant-funded position, with expectations that additional funding will be secured dependent on program success.

The Small Business Navigator/Compañero Program is a new Prosper West small business community outreach program. Navigators/Compañeros will work hands-on in the community to provide guidance and support to Westside small businesses in navigating the challenges of starting, running, and growing their business. This includes procurement opportunities, assessing capital readiness, knowledge of local permitting and licensing processes and laws, and providing other support services as needed.

SALARY

- \$50,000 - \$60,000 per year

KEY RESPONSIBILITIES

- Plan, manage, and oversee the development and implementation of small business programming that aligns with organizational goals.
- Supervise Navigators/Compañeros, and support staff to ensure they are effectively and efficiently meeting program goals.
- Further develop Prosper West's CRM software, document best practices, train and oversee team adherence.
- Identify trainings and opportunities to further develop and advance staff's ability to conduct small business assessments and create a customized business plan with tailored recommendations and referrals based on business needs.
- Establish relationships and collaborate with community partners to cross promote and partner on small business programming and initiatives.
- Integrate Prosper West's Loan & Grant Program into the Navigator/Compañero program outcomes and make recommendations to improve the process.
- Define and assess program outcomes, monitor, track, and generate program reports.
- With the assistance of the Director, identify and apply for funding opportunities for continued program success and growth.
- Stay current on local, state, and federal processes, regulations, and resources relevant to small business development and growth; educate team to help clients succeed.
- Support Prosper West hosted events and meetings with planning, organizing, facilitating, and/or onsite management, as needed.
- Work collaboratively with all 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.
- At least 2 years of experience in managing relevant programs or initiatives, including program development, implementation, and evaluation.
- Strong knowledge of small business development principles and practices, including understanding of local, state, and federal regulations related to small businesses.
- Familiarity with local economic development organizations, community resources, and business development support networks.
- Proficiency in CRM software and Microsoft Office applications, including database management, spreadsheets, and presentation software.
- Experience with procurement and capital readiness is a plus.
- Bilingual in Spanish and English is a plus.
- Relevant certifications such as Certified Business Advisor (CBA) or Certified Business Consultant (CBC) are a plus.

REQUIRED SKILLS

- Strong leadership and management skills; able to lead, manage, and motivate a team effectively.
- Excellent project management and organizational skills with ability to manage multiple tasks, priorities, deadlines, and financial considerations.
- Keen business sense with knowledge of small business resources, financial management principles, and analytical skills.
- Strategic thinker, able to forecast potential issues, and develop alternate plans.
- Excellent communication and interpersonal skills, with the ability to establish and maintain strong relationships with small business owners, community partners, and stakeholders.
- Detail-oriented with a strong commitment to quality, efficiency, and effectiveness.
- Flexible and adaptable to changing priorities and adapt to new situations quickly.
- Collaborative team player with a strong work ethic.
- Experience with CRM software, government contracting processes, and capital readiness assessments a plus.

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 staff, partners, and small business owners; staff development and/or training opportunities; or attendance at small business or Prosper West events. There may be occasions where evening and weekend work is required.