



WOMEN'S BUSINESS ENTERPRISE  
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

Updated 10/24/2022

**Title:** Manager, Strategic Financial Services Programs

**Classification:** Exempt

**Job Location:** Remote

### **Position Description**

The Manager, Strategic Financial Services Programs is responsible for planning, execution, and evaluation of programs within the WBENC Financial Center of Excellence. This role has a high degree of interaction with executives across WBENC stakeholders. The WBENC Financial Center of Excellence is an integrated education and funding program for women entrepreneurs to provide comprehensive financial support and resources, including education, coaching, networking and funding opportunities.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Develops and executes programs and establishes, collaboratively, a set of goals, KPIs, and evaluation metrics to be tracked and communicated throughout the lifetime of those responsibilities
2. Tracks programs against schedule, budget, and phase review objectives, reporting status to supervisor on a regular basis and executive staff on an as needed basis.
3. Assess program effectiveness, identify issues that impact achievement and recommend solutions to realign the program, as needed
4. Builds a set of resources to manage and implement the strategy for specific programs and initiatives. This includes writing blog communications, e-blasts, and social media posts; creating webinars based on workshop feedback; generating ideas for program content; supporting the development of e-learning content, executing program deliverables, and ensuring alignment with organizational goals and objectives.
5. Develops a deep understanding of the business objectives of internal and external stakeholders and works closely with them to structure programs and initiatives
6. Leverages data to support business decision-making and strategy development
7. Collaborates with team members on program execution and deliverables, ensuring alignment and consistency across organization
8. Drive and maintain continuous improvement in customer experience and program delivery
9. Demonstrates knowledge of and supports mission and vision, policies and procedures, confidentiality standards and maintains a code of ethical behavior.
10. Represent WBENC at national WBENC events, conferences, and other partner organization events as needed
11. Responds promptly to all constituents, always exercising politeness and professionalism to both external and internal clients



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### **Required Education and Experience**

1. Bachelor's Degree in Business, Finance, or related field
2. 2-5 years' experience in a relevant organization
3. Demonstrated ability to successfully manage several programs simultaneously from beginning to end – project management and client-facing experience are ideal, alongside being a quick learner

### **Preferred Education and Experience**

1. Bachelor's Degree in Business, Finance, or related field
2. 3-5 years' experience in a program management role
3. Proven track record of managing multiple programs successfully, with the ability to prioritize and de-prioritize in a dynamic environment
4. Demonstrated understanding of women-owned, diverse-owned, and small business needs
5. Demonstration understanding of access to capital for business owners including, but not limited to (financial acumen, capacity building, and funding)
4. Experience with a Business Accelerator, Incubator, CDFI, SBDC, WBDC, or other similar organization

### **Competencies**

1. Program Management
2. Customer/Client Focus
3. Strategic Thinking
4. Business Acumen
5. Problem Solving/Analysis
6. Communication Proficiency
7. Personal Effectiveness/Credibility
8. Time Management
9. Teamwork Orientation

### **Additional Eligibility Qualifications**

The individual selected for this position will join a team dedicated to providing outstanding service to women-owners businesses, corporations, women's business organizations and the general public. Therefore, candidates for this position should possess the following skills and attributes:

1. Proven ability to successfully manage several projects/initiatives simultaneously
2. Excellent written and verbal communications skills
3. Proficiency in Microsoft Office Suite and project management software
4. Proven ability to adapt to changing priorities and respond accordingly



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### **Supervisory Responsibility**

This position has no supervisory responsibility.

### **Work Environment**

This role is remote and uses standard office equipment such as computers and phones.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This role requires a mixture of sedentary work and actively traveling to client sites and various events. This would require the ability to sit and/or stand for extended periods, walk extensively, and lift up to 50 lbs. The person in this position communicates frequently with all departments within the organization as well as business partners outside of the organization and must be able to reason through problems and communicate accurate information. This requires seeing, hearing, touching, feeling and speaking.

### **Position Type/Expected Hours of Work**

This is a full-time position, and hours of work are generally Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. However, hours will vary depending on projects, events and travel.

### **Travel**

This position requires up to 15% travel.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### **EEO Statement**

WBENC is an Equal Opportunity Employer and provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, WBENC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

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