

District Bridges Technical Assistance Coordinator Job Description

Organization

District Bridges is a 501(c)(3) nonprofit organization in Washington, DC with a mission to enrich neighborhood vitality by bridging community engagement and economic development opportunities so individuals, businesses, and organizations can thrive together.

Project Summary

Primary Roles: Small Business Outreach & Engagement, Communications Support, Program Support

The Technical Assistance Coordinator (TAC) is responsible for supporting the programmatic activities of District Bridges, specifically small business outreach and technical assistance support.

The TAC reports to the Director of Programming (DoP) and is responsible for supporting District Bridges programs with small business outreach, engagement and direct technical assistance. They work closely with program staff, as well as the Deputy Director (DD) and the Executive Director (ED), to implement holistic small business technical assistance across the organization's small business support programs.

The TAC fosters trusted relationships with small businesses, following the approved workplan to achieve the outlined objectives and operating at all times in a transparent, inclusive, ethical, and sustainable manner.

Responsibilities

Relationships

- Build and maintain strong relationships with business owners using available resources to support and strengthen the business community;
- Utilize small business technical assistance tools and resources to support businesses;
- Work with the small business services team to address and share issues and pressure points; and
- Develop a network of resources to assist in priority areas such as technical assistance, direct services, and government relations.

Data Collection and Reporting

- Work with the DoP to ensure meaningful and measurable goals are set for outreach and engagement with businesses;
- Maintain an up-to-date database of business contact information, outreach hours, business health checks, and technical assistance requests in Salesforce;
- Ensure that data is gathered and properly collected, stored, analyzed in the Salesforce platform for all staff and consultants interacting with small businesses and partners;

- Work with the DD to report to grantors as required.

Communications

- Work with the small business support team to identify resources and share them through Access Point DC, District Bridges' online education platform for businesses;
- Respond to small business outreach and support inquiries; and
- Regularly walk the corridors to conduct direct outreach to businesses.

Organization

- Particate in the Strategic Initiatives Team throughout the year
- Participate in annual goal setting and work planning using EOS (Entrepreneurial Operating System), ensuring that all program activities map to the overarching organizational goals and adhere to the District Bridges Strategy Screen
- Participate in a vertical and horizontal Annual Review Process
- Support other ward-based team members with projects, events, etc.

Skills, Knowledge, and Experience

- High School Diploma or GED required
- Bachelor's degree preferred
- Technically proficient, with experience in project management and CRM systems required
- Demonstrated experience or interest in small business services and economic development preferred
- Strong customer service skills with the ability to communicate easily, respectfully, and professionally with stakeholders of all ages, ethnicities, and socio-economic backgrounds is required
- A collaborative and cooperative mindset is required

Physical Requirements

This role needs to regularly traverse the corridors to meet with business owners and maintain a presence, as well as lift up to 40 lbs. and consistently operate a computer and other office productivity machinery.

Compensation

Salary is commensurate with experience. In addition, District Bridges offers a competitive benefits package including:

- 100% medical insurance coverage at the Silver Level and access to dental insurance at a group rate
- Unlimited PTO after 90 days
- Paid Federal and Local Holidays (16)
- Access to mental health benefits
- Access to an organization sponsored 401K plan
- Access to commuter benefits

- Professional development opportunities
- Family leave