WEDi

Education.
Entrepreneurship.
Equity.

436 Grant Street
Buffalo, NY 14213
wedibuffalo.org

Position Title: Business Incubation Assistant Manager
FLSA Status: Full-time/ Tuesday- Saturday; 12:00 PM -8:00 PM
Starting Salary: $22.49/hr
Benefits: Once eligible, 3% match for Individual Retirement Account and 15 days paid time off. For full-time and part-time, 10 paid holidays, two paid half days.
Supervisor's Title: Business Incubator Manager
Location: Buffalo, NY
Organization Mission: WEDI strengthens communities through a continuum of educational and financial resources, removing systemic barriers to economic equity for all Western New Yorkers.
Website: www.wedibuffalo.org

Programs Overview:

WEDI's mission is to strengthen communities through a continuum of educational and financial resources, removing systemic barriers to economic equity for all Western New Yorkers. Founded in 2006 by members of the Westminster Presbyterian Church to improve the quality of life for residents of Buffalo's West Side, WEDI (the Westminster Economic Development Initiative) has two focus areas—Education and Economic Development —and numerous programs including the West Side Bazaar. This dual focus makes WEDI unique among its peers. With a passionate, diverse staff that is representative of the constituents it serves, WEDI is well-poised to realize its vision that all residents of Western NY can succeed and thrive in a culturally inclusive community.

Position Summary:

WEDI's Business Incubation program Assistant Manager is responsible for supporting the Business Incubation Manager in executing all programmatic aspects of WEDI's business incubators. This position will ensure WEDI delivers quality technical assistance to clients served in the program, support the Business Incubation Manager ("BIM") in developing business incubator program goals, timelines, metrics, materials etc., and the measuring and monitoring progress of each client throughout their time in the program.

Business Incubator Functions:

- Develop Sustainable practices programming to prepare the Business Incubator businesses for self-sufficiency upon graduation.
- Support businesses along individual journey's through WEDI's self-paced entrepreneur training programs in the business incubator program.
- Assist clients in WEDI's business incubator program and support BIM to maintain goals and plans with each client, aiming to graduate each client from the incubator within three years.
- Assist BIM to create and maintain checklists, applications, forms and other needed materials to support the onboarding and graduation of businesses from the business incubator program.
- Assist BIM in development and maintenance of a schedule of networking events and regular training events for businesses in the business incubator, with planning support from Community Engagement Coordinator.

VISION
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- Assist BIM Develop entrepreneur training programs to meet the unique needs of the different types of businesses and industries represented by the clients served in the program.
- Maintain thorough understanding of the small business ecosystem in Western NY and refer entrepreneurs to resources in the ecosystem whenever possible.

Marketing, Outreach, and Development Functions:
- Guide entrepreneurs through the process of onboarding their business in business incubator facility, adhering to program requirements during tenancy through to graduation or shutting down of business.
- Ensure each entrepreneur in the business incubation program participates in additional revenue creating programs through WEDi's catering and events.
- Support entrepreneurs in designing specials and menus specifically for special initiatives hosted or organized by WEDi's catering and events.
- Develop partnerships with outside organizations to continue developing (and in some cases facilitating) opportunities for business incubator graduates.
- Assist with fielding incoming inquiries and regular information sessions to educate the public about WEDI's business incubator program and add new interested people to the waiting list.
- Assist with department-level tasks, including grant applications, grant reporting, strategic plan development and implementation, budgeting, and program growth and development.

Management and Reporting Functions:
- Complete regular (monthly) reporting on program performance and successes for each business incubator business.
- Demonstrate and maintain best practices for business incubator programming, including sharing information with and learning from other programs.
- Work collaboratively with all WEDI staff who are integral in the success of the business incubator program, to deliver excellent customer experiences.
- Assist in the development, maintenance, and communication of standard operating procedures for business incubators.
- Maintain organized filing system and adequate records, clear communications and setting of expectations, processes and procedures, timelines etc.

Required Qualifications:
- Ability to demonstrate strong customer service tendencies, especially with multi-cultural, low-income individuals, including the ability to work through interpreters.
- High degree of respect for different types of knowledge and life experience, with a willingness and ability to learn from others.
- Competent and efficient in email and internet applications, including a database system.
- Demonstrated self-starter who goes beyond job description to make sure goals are achieved.
- Demonstrated problem solving and people skills.
- High accuracy in work, attention to detail.
- Fluency in English language, both oral and written.

Preferred Qualifications:

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- Fluency with the small business ecosystem in Western New York and services for small businesses.
- Experience working with multi-cultural and low-income individuals.
- Fluency in one or more languages other than English.
- Ability to thrive in an entrepreneurial, team-oriented, mission-driven environment.
- A passion for alleviating poverty, improving cities, and serving the community.

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