



## Launcher Program Assistant

710 North Lincoln Street

Wilmington, DE 19805

[www.westendnh.org](http://www.westendnh.org)

[www.launcherde.org](http://www.launcherde.org)

**About Us:** The Launcher program provides training and business support services to entrepreneurs in various communities throughout the state of Delaware under the umbrella of the West End Neighborhood House. The program offers in-class training, one-on-one business counseling in the area of start-up, business plan development, analysis and preparation of actual and projected financial statements and marketing.

**Position Overview:** The position will work closely with the entire Launcher team, supporting daily tasks of the Director and Program Manager. This role will be the backbone of the program, supporting the application process, daily program operations, communication with prospective clients and existing clients as well as documenting procedures and attending recruitment and community events.

### **Responsibilities:**

- Assist the Launcher Program Director and Manager in communicating with prospective students, graduates and alumni including orientation, small business and entrepreneurship classes, events and workshops.
- Communicate with the Launcher students by telephone, e-mail or mail to coordinate for classes, workshops and update the database with current business information.
- Maintain accurate records, timely filing system and provide data reporting as needed
- Assist team with file system, CRM updates and process flow of applications, data sets and general office duties
- Assist Launcher Director with calendar invites and appointments, reviewing email, scheduling interviews and other administrative duties
- Assist in the preparation of community events, graduation, workshops and classes
- Oversee clerical tasks such as responding to general emails, voicemails and requests, keep inventory of office supplies and ordering new materials as needed
- Maintain student records, partner agreements, contracts and other agreements
- Welcome visitors to the office
- Oversee and organize virtual recordings while also taking meeting minutes as needed
- Work with the team to review, create and update standard operating procedures for program
- Draft letters and correspondence as needed
- Assisting with purchase requisitions, copy and filing of documents



## **Qualifications**

- Must be able to work a flexible schedule, including evenings and weekends, in order to attend community meetings, workshops and events.
- Highly organized with attention to detail and able to manage multiple projects simultaneously and meet deadlines
- Ability to build relationships and work effectively with diverse groups of people
- Demonstrate personable and positive attitude, both within the office and out in the community, and build relationships with business owners
- Strong written and verbal communication skills
- Proficiency in utilizing Microsoft Office Suite, Google Drive platform, Zoom and ability to learn new software and technology quickly
- Experience working with small businesses or familiarity with owning a small business
- Fluency in Spanish is a plus, but not mandatory
- High school diploma

## **Salary/Benefits:**

- This position will be full-time non-exempt
- Salary commensurate with experience, \$16-19 per hour
- Paid time off and holiday pay
- A satisfactory criminal background check, valid driver's license, and acceptable driving record are required at the time of appointment and throughout employment in this position.

## **TO APPLY**

For consideration for this position, please email your resume to Kristin Bowen, Program Director at [kbowen@westendnh.org](mailto:kbowen@westendnh.org).

Review of applications will begin immediately and will continue until the position is filled.