



710 North Lincoln Street
Wilmington, DE 19805
www.westendnh.org
www.launcherde.org

About Us: The Launcher Entrepreneurship Program, under the umbrella of West End Neighborhood House, is seeking a Program Assistant. The Launcher program provides training and technical assistance to entrepreneurs in various communities throughout the state of Delaware. Launcher is dedicated to empowering entrepreneurs by providing resources, tools, and opportunities to help them thrive.

Job Title: Program Assistant

Location: Hybrid (In person, on-site and remote)

Schedule: 12:00 PM - 8:00 PM

Employment Type: Full-Time, Exempt

Job Summary:

We are seeking a dynamic individual to join our team whose primary focus will be our training program and post-graduation support. This role is ideal for someone who can manage multiple tasks at once, has a high level of customer service skills, is detail-oriented, and is passionate about entrepreneurship and community development.

Key Responsibilities:

Training Program Coordination

- Organize and execute events, including graduation, networking sessions, and community gatherings.
- Manage classroom operations, ensuring materials, technology, and spaces are prepared for use.
- Track program schedules, attendance, and feedback to ensure smooth execution and continuous improvement.
- Collaborate with instructors, guest speakers, and vendors to coordinate logistics and ensure high-quality programming.
- Review and process incoming program applications

Technical Assistance Alumni Support

- Coordinate follow-up consultations and resources to address specific business challenges faced by graduates.
- Monitor and evaluate the progress of program graduates, collecting data on business performance and success stories.

- Plan and facilitate post-program support to address common challenges and provide ongoing learning opportunities.
- Collaborate with the Launcher team to identify trends and areas where additional support or resources may be needed for graduates.

Communications and Social Media

- Develop, schedule, and publish engaging content across social media platforms (Instagram, Facebook, etc.).
 - Monitor social media channels, respond to comments/messages, and foster audience engagement.
 - Assist in creating graphics, videos, and other visual content to support campaigns.
 - Track analytics and generate reports to measure performance and identify opportunities for growth.
 - Stay updated on social media trends, tools, and best practices to enhance brand visibility.
 - Collaborate with the team to align social media strategies with overall goals.
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Qualifications:

- 2+ years of experience in customer service, event coordination, program management, or a related role.
- Strong understanding or ability to learn small business resources and tools
- Exceptional organizational and time management skills.
- Excellent written and verbal communication skills.
- Proficiency in Google Workspace and Microsoft Office tools
- Passion for entrepreneurship and supporting small businesses.
- Ability to work independently and collaboratively in a fast-paced environment.
- Must have reliable transportation

Compensation:

- Salary is commensurate with experience and a range of \$41,000-\$47,000
- Compensation includes a full benefit package such as paid time off, medical, dental, life insurance and 401k
- Must be able to work a flexible schedule, including some evenings and weekends

To Apply:

Please submit your resume and a cover letter explaining your interest in the role and how your skills align with the position to kbowen@westendnh.org.

Launcher is an equal opportunity employer and values diversity in our team. We encourage all qualified individuals to apply. We are accepting applications until the position is successfully filled with the most qualified candidate.