



## **Job Description: Microenterprise Navigator**

**Salary: \$50,000-\$56,000**

**About SEND:** [Southeast Neighborhood Development \(SEND\)](#) is a non-profit community development corporation created by neighbors and serving the southeast side of Indianapolis. SEND advocates for housing, economic, and social equity by collaborating with residents, business owners, and community partners to create and maintain inclusive, healthy, and vibrant neighborhoods in southeast Indy. SEND accomplishes this mission through creating, maintaining, and sustaining quality affordable housing, economic development, and community building.

Recently, SEND was awarded funding through Local Initiatives Support Corporation (LISC) Microenterprise Navigator Program, which will strengthen microenterprises owned by low-income individuals from under-resourced and underserved communities. This support will allow these microenterprises to compete in the market and grow, as well as providing resource navigation services for other non-income qualified microenterprises in the community that do not qualify to receive technical assistance under this program.

SEND is seeking a full-time Microenterprise Navigator to provide technical assistance and training to small businesses at or below 80% Area Median Income and provide goods and services to residents of low-to-moderate income areas. This person must be bilingual, will work as part of the SEND team, and reports to the SEND Senior Program Manager.

### **Job responsibilities include but are not limited to:**

#### **Engagement with microenterprises and small businesses:**

- Assist with recruiting businesses through marketing and community outreach.
- Conduct microenterprise intake assessments (and follow-ups where appropriate) to ensure Eligibility for receiving the technical assistance services.
- Assess businesses using Growth Wheel or a similar business coaching tool and create a business growth plan for the duration of the program.
- Select and subcontract third party technical assistance consultants to provide technical assistance support in i) marketing, ii) accounting and bookkeeping, and iii) legal assistance, and scheduling initial meetings and maintaining communications between participating businesses and subcontractors.
- Coordinate one-on-one sessions with subcontractors for technical assistance.
- Set and communicate agendas, coordinate meetings, and send reminders to microenterprise participants and subcontractors.
- Follow-up with microenterprise participants and subcontractors to ensure services have been rendered and provide any further technical assistance as needed.

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- Provide resource navigation services for those who are not eligible for technical assistance as a part of the microenterprise cohort.
- Assess client needs and refer microenterprises of varying stages to entrepreneurial/small business resources.
- Provide one-on-one business coaching for qualified businesses that may include business-planning, helping with a business register with the State of Indiana, etc.
- Utilize existing personal network as well as proactively reach out to entrepreneurs and small businesses of various stages/industries, as well as respond to incoming inquiries from local microenterprises and small businesses seeking support from across Indianapolis.

#### **Engagement with Entrepreneurship support organizations:**

- Regularly connect with other neighborhood-based organizations and business support organizations for referrals and resource sharing and recruit microenterprises in need of assistance.
- Stay up to date about small business developments in Indianapolis including new business launches, business challenges, gaps, businesses in need of support.
- Participate in LISC-supported convenings, trainings, etc. as related to microenterprise programs.

#### **Data tracking, digital platform management and learning:**

- Conduct microenterprise intake assessments (and follow-ups where appropriate) that are the mandatory first step before microenterprises can be referred to and matched with services.
- Ensure microenterprise owners meet < 80% LMI threshold through a self-certification form and help business owner complete individual reporting form.
- Follow up with business owner to ensure follow through on referral and quality assistance to entrepreneurs. This may include an evaluation survey for clients or phone calls to ask about their experience.
- Maintain accurate client meeting tracking, complete reporting requirements, and submit quarterly reports to LISC for review.
- Manage relationships technical assistance subcontractors to ensure adequate technical assistance delivery, vendor payments, etc.

#### **Qualifications and Requirements**

- Bilingual in English and Spanish (professional level fluency) including written and verbal communication.
- Five years of experience in business development, entrepreneurship, and/or coaching
- Excellent public speaking, written, and oral communication skills and ability to develop positive interpersonal relationships quickly and effectively,
- Commitment to providing and ensuring high quality program.
- Culturally competent and knowledgeable of Latin/Hispanic community in Central Indiana
- Knowledge of community resources, volunteers, funding sources, and small businesses resources.
- Ability to think strategically, resourcefully, and be a skilled problem-solver.



- Proven ability to manage multiple priorities and meet deadlines.
- Ability to be self-directed yet excel in a team environment and ability to build and maintain positive internal and external relationships.
- Knowledge of database management and basic computer skills with Microsoft Word, Excel, PowerPoint.

SEND offers an excellent benefits package including paid health benefits, a generous PTO schedule, and monthly cell phone reimbursement.

SEND is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status. Candidates are subject to e-verification.

Please submit your resume and cover letter to Emily Djabi at [emily@sendcdc.org](mailto:emily@sendcdc.org). To learn more about send, please visit [www.sendcdc.org](http://www.sendcdc.org).

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