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Detroit, MI 48226

Organization: Michigan Black Business Alliance (MBBA)

Job Title: Program Coordinator

Location: Detroit, Michigan

Job Type: Full-time

Travel: Must be willing to travel as needed for responsibilities

Michigan Black Business Alliance empowers Black entrepreneurs through a range of programs and services, including access to capital, mentorship, business education, and policy advocacy. We create spaces for Black businesses to incubate and thrive. We position ourselves in key locations and events and we leverage our voice to advance our ambitious goals for systems change on behalf of Black entrepreneurs. We unabashedly acknowledge the centuries of government sponsored oppression and intentional policies and structures that have created a widening racial wealth gap.

The Mission of the Michigan Black Business Alliance (MBBA) is to help close the racial wealth gap by developing programs and advocating for policies that result in profitable and sustainable Black-owned businesses that are connected to public and private economic opportunities, while building trusted relationships.

Purpose of the role at MBBA

The Program Coordinator will help shape the future of the Alliance's relationship with its members. The Program Coordinator will be responsible for designing, implementing, and evaluating the experience we deliver to our members.

The person in this role will champion a member-centric approach, ensuring our members' journey with us is seamless and efficient. The Program Coordinator is a strategic and creative role requiring someone who thrives in a collaborative environment and is deeply committed to providing a white-glove level of service to our members.

Core Job Responsibilities

Member Journey Development and Optimization

- Conduct in-depth research and analysis to understand our members' business needs, challenges, and aspirations across various industries
- Manage communication channels with current and potential members/partners via social media, email, and phone
- Support the development and improvement of the Alliance's CRM program, Zoho
- Utilize data and feedback to iterate and optimize the membership journey

Member Support

- Ensure delivery of a consistent and positive member experience
- Develop and implement initiatives to enhance communication, feedback mechanisms, and overall member satisfaction
- Proactively address member concerns and escalate issues as needed
- Analyze member feedback and data to identify areas for improvement and opportunities for innovation

- Partner with internal teams to translate member needs into actionable solutions
- Research, develop and implement recruitment/conversion strategies for both community and premium members
- Collect and analyze data on pertinent membership data, effectiveness of recruitment and engagement efforts and outcomes to demonstrate impact

Volunteer Coordination

- Develop volunteer recruitment strategies to engage members
- Organize training sessions for volunteers to prepare them for their roles
- Coordinate volunteer schedules and assignments for events and programs

Administrative Support

- Provide general administrative support to the MBBA team, including maintaining member files, managing data collection and reporting, and preparing member-related correspondence
- Assist with fundraising efforts and grant reporting as needed
- Perform other duties as assigned by the Program Manager

Qualifications and Abilities

- Bachelor's degree in Business Administration, Design Thinking, User Experience (UX), or a related field
- Minimum of 2 years of experience in community engagement/recruitment/membership experience
- Passion for social impact and a commitment to racial equity.
- Familiarity with a client engagement CRM

Compensation:

- **Salary Range:** \$40,000 - \$60,000 per year

Additional Assets:

- **Local Market Knowledge:** Familiarity with the Michigan's business landscape

Reports to: Program Manager

Hiring Process:

- Interview includes:
 - Screening call with selected candidates
 - In-Person Interview with Director of Programs and Program Manager
 - Case Study Assessment

Benefits:

- Effective upon hire
 - Competitive Salary
 - Remote Friday's
 - Holidays: You will have 11 nationally recognized holidays. More time for rest around the winter holidays may be provided at the discretion of the CEO.
- Effective after 90 days
 - Medical, Dental, & Vision
 - Unlimited Paid Time Off
 - Retirement Savings

MBBA is an equal-opportunity employer and encourages individuals from diverse backgrounds to apply.

To Apply:

Please submit your resume and cover letter to hr@blackbizalliance.com. In your cover letter, please share what motivates you to work in this capacity and how your skills and experience can contribute to our organization.

We encourage you to learn more about the MBBA's mission and programs at <https://blackbizalliance.com>