



PROGRAM ASSOCIATE- BILINGUAL (SPANISH) JOB DESCRIPTION

The Hispanic Business Center (HBC) assists all business owners in achieving their goals-regardless of age, race, income level, gender or company size. HBC is home to Northeast Ohio's only Latino Small Business Development Center (SBDC). Our business advisors specialize in Business Advising, Capital Source Identification, Business Plan Development, Marketing strategies, Strategic Planning, Business Certifications, Financial Projections, Business Assessment Valuation, Loan Packaging, and Accounting.

SUMMARY OF POSITION:

The Program Associate reports to the SBDC Director and is responsible the daily administrative functions of The Northeast Ohio Hispanic Center for Economic Development. This individual acts as the primary contact between clients, business leaders and staff and is responsible for the successful organization and management of day to day activities.

PRIMARY RECEPTIONIST/CLERICAL DUTIES AND RESPONSIBILITIES:

- Answer phones and responds to emails
- Schedule client meetings for coaching, counseling, and workshops
- Maintain office calendars
- Data entry into Customer Relationship Manager (CRM)
- Create documents such as reports and letters
- Filing
- Maintain client physical and digital records
- Mailing-handling and sorting
- Acts as liaison between different departments
- Provides logistical and planning support for workshops and events
- Inventories supplies and reorders as necessary
- Assist in planning and overseeing special events
- Assist with translation (Spanish/English)
- Accounts payables/receivables
- Assist in program reporting
- Assist with flyers, newsletters, and brochures
- Makes reservations for off-site business meetings
- Reserves conference rooms and equipment for in-office meetings and presentations
- Ensures overall cleanliness of all office areas
- Other duties as assigned

REQUIRED QUALIFICATIONS:

- Proficient in Spanish and English (i.e. speaking, reading, and writing)
- Proficient in Microsoft Office
- Communicates both verbal and written clearly, politely, and effectively
- Demonstrated ability to organize and manage multiple projects
- Detail oriented
- Must be able to work independently and without direct supervision while still driving results
- Possesses excellent phone etiquette & customer service
- Ability to work in a fast-paced environment
- High School Diploma/GED equivalent
- Demonstrates excellent time-management skills
- Must have a vehicle

PREFERRED QUALIFICATIONS

- Knowledge of business, financial management and/or accounting
- Demonstrated involvement with the Hispanic community
- Associates/Bachelor's Degree

TO APPLY: Please send cover letter with salary requirements along with your resume to info@hbcenter.org or via US mail to 2511 Clark Avenue Cleveland, OH 44109