

HELPLINE ASSOCIATE – IMMEDIATE OPENING!!

Job Description

Join the Westside Development Corporation as a **HELPLINE ASSOCIATE!** You will engage with small business owners across the Westside San Antonio community to collect information and develop business relationships in support of the WDC Small Business Outreach Program. You will assess and advise small business owners with the best available business resources and connect them with support organizations to help them achieve their business goals.

The Westside Development Corporation (WDC) is a nonprofit organization founded in 2006, by the City of San Antonio Council. Our mission is to foster economic development, promote the development and redevelopment of real estate within its target area, create viable urban communities, and preserve the character, culture, and history of the Westside.

Duties and Responsibilities

- Support the Westside Small Business Helpline by conducting outreach to small businesses by email, phone, social media, and web-based applications
- Create and build relationships with small businesses by providing business support resources while maintaining the confidentiality of individual business owners' information and records
- Monitor and track interactions with small business owners
- Perform inbound and outbound surveys and accurately record their answers
- Collect survey data from small businesses to include current business needs and practices
- Record interaction and survey data into prescribed data management system
- Prepare data reports and updates for Program Director
- Participate in virtual outreach meetings and phone calls as required
- Engage and maintain positive collaborations with small business owners, the WDC team and its partners

Education and Skills

- Associates degree or higher in business, marketing, communications, or related field
- Proven ability to work independently and as part of a team
- Bilingual with strong verbal and written language skills in English and Spanish
- Computer proficiency in Microsoft Office and data entry
- High-quality interviewing techniques and excellent phone etiquette
- Strong analytical skills

Other

- Engage in activities to further the mission and vision of the Westside Development Corporation
- Work independently with minimal supervision and monitor/track daily activities
- Perform additional related duties as assigned
- Report directly to the Program Director
- Have access to a computer with internet and an email account

The **HELPLINE ASSOCIATE** position is a temporary grant funded position available through December 2020.

- Full-time
- Competitive wages
- Weekly paychecks
- Job-specific paid training
- Fully remote
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Interested applicants should email resume, cover letter, and list of three references to info@westsidedevcorp.com

