



Director of Curated Coaching

Job Description

Founded in 2012, The Acceleration Project (TAP) is a nonprofit that is laser-focused on supporting underserved small business owners and narrowing existing equity gaps based on race and gender. Our mission is to empower under-resourced small business owners and accelerate their success by providing impactful, customized strategic and tactical advice. We work one-on-one with individual businesses to provide tools and resources that create financial stability and accelerate growth. We also produce scalable programs that can be delivered through webinars, workshops, and microsites. Our lean staff unlocks the power of an exceptional team of pro-bono consultants who seek to use their professional skills to make a meaningful impact. As the demand for our services continues to grow, we are expanding nationally to meet the need. TAP leverages its network of financial institutions, CDFIs, economic development agencies, and corporate partners to scale and ensure our work's sustainability. We also rely on fundraising to underwrite the cost of providing services and keep them accessible to all.

Position Summary: TAP has an exciting opportunity for a Director of Service Delivery focused on our Corporate Partner programs. This service line represents the opportunity for TAP to support small business owners through scalable formats in a flexible, customizable setting. The Director will create and build relationships with existing and potential TAP partners with a goal of growing and diversifying our client and partner pipeline and will also be part of the team responsible for the successful execution and delivery of the broad portfolio of TAP client services. Initially, this Director will have primary responsibility for the management and delivery of TAP's Curated Coaching program, and will play an important role in rolling out programming to other corporate partners.

This role requires an individual with strong relationship skills as well as operational management skills. The successful candidate will possess the ability to understand partner needs and to create executable solutions, and should be comfortable with a broad cross-section of small business needs and be able to communicate complicated concepts in an accessible way. The director will have operational responsibility for the Curated Coaching program, including content development; recruitment, training, and retention of consultant team; management of technology platform; internal and external reporting on results; and planning for future capacity needs. She will be responsible for managing our current program with a goal of meeting and exceeding partner expectations, as well as scaling the program to engage other partners, iterating to create unique programs to meet diverse needs. The director will have responsibility for the oversight of and participation in creation and execution of each unique program, including content creation; team recruitment, training, and retention; technology integration, project administration and partner management.

As a member of the larger service delivery team, she will be responsible for participating in other service delivery activities where capacity allows. This includes developing an understanding of team



members' skill sets and expertise, participating in staffing decisions on projects; the identification of opportunities to meet partner and client needs and the development and implementation of solutions; suggestion of new tools and the development and implementation of these tools; the identification of areas where training is necessary and participation in training development and delivery; the use of Salesforce to manage TAP processes and access data; provision of regular updates to management team; and translation of results into TAP KPIs and metrics to be used for marketing and other purposes. In addition, the Director will participate in our overarching efforts to penetrate new underserved markets, and will identify and recommend new services for TAP to develop to meet the needs of these markets.

Additionally, given the nature of working for a nonprofit, we will ask you to support our end of year giving and spring benefit fundraising efforts annually by providing names of potential donors and partners to expand our audience. Your assistance in expanding our contact list with mission-aligned individuals and corporations will enable us to create a larger impact within the communities we serve.

This position will report to the Chief Growth Officer. It is a 4 day/week role, but the individual must be available for daily touch-points. The position will be primarily remote but will require occasional in-person meetings/events in the Westchester/NYC area with a potential for occasional travel elsewhere. While the schedule is flexible, this individual must respond to communications within 24 hours of receipt.

Responsibilities:

Curated Coaching program management/execution

- Partner with Chase team on overall program management. This will include regular meetings to review program execution and provide guidance on strategic direction; provision of reporting on results; acting as creative partner in program expansion, including identifying new opportunities within Chase to deepen our partnership.



- Manage program content requirements
 - Create and/or revise consultant script to guide consultant management of sessions each quarter
 - Identify and provide tools to consultant team to use in delivering high-impact sessions and are relevant to content area
 - Collaborate with Director of Scalable Content to guide creation of new content upon request of Chase
- Manage consultant participation in program
 - Recruit and onboard consultant team to meet capacity commitments
 - Train consultant team on quarterly content and technological requirements
 - Maintain high consultant satisfaction levels
- Ensure quarterly capacity goals are met by daily tracking of client and consultant engagement
- Provide sessions to clients to ensure program capacity goals are met
- Leverage technology platforms including, but not limited to, Google Workspace, YouCanBookMe, Salesforce, MailChimp and Survey Monkey for program execution, and to drive strategic improvements and operational efficiencies.
- Daily management of session scheduling and execution, including communications with clients and consultants
- Employ a data-driven approach to ensure program aligns with TAP's mission and partner's expectations. This includes regular analysis of session data, feedback, and other reports to guide key program insights to provide to partner and internal TAP team.
- Regularly lead a structured review of program performance and client feedback and make quarterly recommendations to identify areas for continuous improvement.
- Proactively identify and cultivate additional partnership opportunities with larger Chase team and program partners

Additional Corporate Partner programs

- Partner with TAP leadership to identify existing relationships with opportunities to drive revenue and client service opportunities and achieve/preserve high satisfaction levels via CC program
- Participate in cultivation of relationships with new partners for other scalable programs
- Work collaboratively with TAP management team to identify and unlock resources needed to support new program
- With management support, build program structure
 - Content creation
 - Team recruitment and training
 - Program facilitation
- Build capacity to meet program reporting needs
- Create solutions to meet deliverables and maintain partner and team satisfaction



Other Team Responsibilities:

Training

- Identify opportunities for improved/new training and participate in improvement/adjustment and delivery of training
- Identify needs for Professional Development based on Consultant interaction and Consultant satisfaction surveys
- Identify, develop and lead training on wrap-around cultural understanding

Marketing

- Translate project results into project metrics
- Create reports from our client work for current and potential partners, donors and support PR and marketing materials
- Identify high-quality stories for marketing use and participate in development

Requirements:

- Familiarity with Google Workspace tools, such as Google Drive, Docs, Sheets, and Slides, for efficient collaboration and document management.
- Actively participate in growing the TAP's donor base, reinforcing the collective responsibility of the entire team in achieving TAP's fundraising goals.
- Willingness to learn and become proficient in platforms including Salesforce, YouCanBookMe, FormAssembly, Monday.com, SurveyMonkey, MailChimp, Zoom, and Weebly/Square, leveraging them effectively to support corporate program needs.
- Strategic mindset with the ability to align technology initiatives with organizational goals
- Strong attention to detail, ensuring accuracy and completeness of data and documentation
- Excellent problem-solving skills, capable of analyzing complex issues, identifying root causes, and proposing effective solutions in a fast-paced environment
- Excellent communication skills, both verbal and written, with the ability to convey complex concepts to non-technical stakeholders
- Strong time management and prioritization skills
- Team player willing to take on any necessary tasks to achieve goals, including actively participating in growing TAP's donor base
- Demonstrate flexibility in adapting to changing job responsibilities and a willingness to upskill as needed to meet evolving organizational demands and challenges.
- Ability to build strong relationships with internal and external stakeholders.
- Flexible, self-directed, proactive, highly organized, and detail-oriented.
- Entrepreneurial, creative, and innovative mind
- Embraces and promotes a collaborative and positive culture
- Energetic and passionate about TAP's mission
- Experience delivering TAP services to clients is a plus



Compensation:

- Salary: \$65,000 - \$75,000 commensurate with experience
- Health and dental insurance
- Generous PTO

Work Environment:

- TAP operates in a remote-first, hybrid work environment. TAP promotes a culture that affords flexibility and calendar control. Our staff predominantly work from home, with mandatory co-working days approximately four times per month in Westchester County for those in the Tri-State area. While we encourage additional in-person connections, attendance is mandatory only for these co-working days. As our work model continues to evolve, there may be occasional requirements for attending in-person events and meetings in the Tri-State area. Additionally, we expect all staff to be present at our bi-annual retreats, held up to twice a year.

To apply for this position: Send resume, cover letter and up to three references to Tracy Jaffe (tracyj@theaccelerationproject.org) with 'Director of Service Delivery-CC' in subject line. Deadline is April 19, 2024.

TAP is an equal opportunity employer with a strong commitment to diversity and inclusion. We prohibit discrimination on the basis of race, color, religion, sex, age, national origin, sexual orientation, gender identity or expression, disability, veteran status, marital status, or any other legally protected status. Applications by members of all underrepresented groups are encouraged.