



Spokane Independent Metro Business Alliance

Business Services Associate

Who We Are: The Spokane Independent Metro Business Alliance (SIMBA) is an intersectional social and economic transformation non-profit organizing and assisting Eastern Washington Businesses, entrepreneurs, and consumers to support our unique community character and to achieve economic equity by broadening ownership in all dimensions of our regional economy through the direct support of independent, locally-owned businesses.

Position Description: The Business Services Associate is responsible for providing 1:1 and small group business support (technical assistance) to locally-owned businesses and entrepreneurs as well as supporting participant businesses on SIMBA's flagship Live Local INW Directory and Marketplace, as well as SIMBA Member businesses and consumers. The business technical support will include business planning from startup to "stay up," marketing and customer building advice, social media exposure and engagement, capital building, and general business analysis. In addition, the Business Services Associate will assist with data entry and quality control on a variety of platforms. Occasional outreach duties will be required, including assisting with events, attending events on SIMBA's behalf, and generally promoting SIMBA's products and services in the community.

Business Services (Technical Assistance) Duties:

- Respond to small business and entrepreneur assistance requests easily and confidently in a timely manner and to handle in person, zoom, or phone meetings as needed.
- Identify business owner needs, even if not requested. Make referrals to internal and external providers who can assist with needs the Business Services Associate cannot provide.
- Assist business owners with creating business plans, addressing staffing needs, social media and direct marketing activities, finding revenue opportunities, and assisting with grant and loan applications.
- Maintain confidential, impeccable, and consistent recordkeeping to be able to document businesses served and internal demographic data for grant and funder reporting.
- Understand cultural, racial, and gender barriers to business success in advising clients.
- Participate in regular staff meetings with the rest of the TA Team to share resources, advice, and opportunities.
- Present services at community and neighborhood meetings as requested.
- Update social media accounts with TA successes, events, and presentations.

Other Duties:

- Travel on foot and via personal vehicle to Eastern Washington independent and locally owned business to explain the Live Local INW directory and marketplace and its offerings, as well as SIMBA's technical assistance business offerings.
- Maintaining data on SIMBA's Live Local INW website, SIMBA's primary website, and its internal CRM, HubSpot.
- Assist business with Live Local INW directory, product, and deals listings and ensure the same are up-to-date and accurate.
- Ensure SIMBA members are aware of their business benefits and document the receipt of the same.
- Maintain SIMBA's premium, online Member Directory.

Desired Education & Skills:

- Bachelor's Degree in Business, Business Administration, Communications, or a related field is highly-desired or equivalent business planning and assistance experience
- Understanding of Eastern Washington, with specific emphasis on Spokane-area neighborhoods, the Palouse, and surrounding communities and counties, particularly as to the business communities therein
- Excellent written and oral communication skills with a strong attention to detail
- Experience with public speaking in small-to-medium sized groups
- Ability to self-start and motivate and to balance competing task assignments
- Knowledge of Google Suite, HubSpot, Asana, WordPress, and/or related software platforms
- Experience with social media communications and marketing, primarily on Instagram and Facebook, but experience with TikTok is a plus
- A reliable vehicle and reliable home internet
- Ability to walk up to two (2) miles and lift up to 25 lbs. on a limited basis
- Awareness of and experience with Diversity, Equity, and Inclusion concepts and best practices
- Familiarity with non-profit organizations, grant writing, and grant reporting is a plus, but not required.

Wages and Benefits:

- This is a full-time, non-exempt salary position with a flexible working schedule and with your home being your primary working environment
- Starting salary range will be \$40,000 - \$45,000/yr.
- Generous PTO and paid holidays
- Fully paid medical, dental, and vision insurance available after sixty (60) days