

MOSourceLink, Community-Based Network Navigator

Background

MOSourceLink's mission is to help entrepreneurs and small businesses across the state of Missouri grow and succeed by providing free, easy access to the help they need - when they need it. MOSourceLink is a program of University of Missouri – Kansas City, funded through grants and other supporters, which lets us offer our services for free.

MOSourceLink connects entrepreneurs and small business owners with a network of nonprofit resource organizations that provide business-building services. We do this by creating personal action plans for entrepreneurs and small business owners to help them reach their goals. This means entrepreneurs have a central access point for any business question and connections to education, training, mentorship, funding and planning resources. We help all types of businesses at any stage of business from any industry and connect people to the resources they need to start and grow businesses. We do this through one-on-one consultations, online inquiries and community involvement.

Community Based Network Navigator

Responsibilities:

A Community-Based Network Navigator represents MOSourceLink at a grassroots level in the community they reside and helps current and prospective entrepreneurs access business-building support resources.

Specific responsibilities include:

- Community-based:
 - Event attendance: work with MOSourceLink staff to identify and attend relevant events in a community to represent MOSourceLink (i.e. vendor fairs, faith-based socials, community-building events)
 - Community discovery: identify, meet with and build relationships with key individuals to discover business needs within the community and provide feedback to MOSourceLink staff
 - Community business development: work with MOSourceLink staff to provide business-building assistance where relevant (meeting attendance, sharing of developed tools, providing feedback)
- Entrepreneur-based:
 - One-on-one meetings: meet in person or virtually, have phone conversations and/or email interactions with individuals to discover business needs and develop personal action plans to current and prospective businesses that connect them with the resources they need to complete each step of the plan and achieve their goals
 - Follow up: provide follow up assistance for businesses as needed
- Office based:
 - Attend weekly operations/marketing meetings with staff (virtually or in-person)
 - Track and document activities and interactions in MOSourceLink CRM system

Objectives/Deliverables:

- Individual will attend a minimum of one event per week and provide feedback to MOSourceLink
- Individual will meet with a minimum of one community or entrepreneurial support individual/program each week and provide feedback to MOSourceLink director
- Individual will produce a minimum of two personal action plans for entrepreneurs or business owners from the community each week and document in CRM database
- Individual will attend weekly meetings with MOSourceLink staff

Education/Experience/Skills:

- Have excellent telephone and face-to-face customer service skills
- Be detail oriented with demonstrated administrative skills
- Demonstrate a proven ability to listen to and understand the needs of people at different levels, assess their needs and refer to appropriate resources
- Have the ability to learn the capabilities of the service providers within the MOSourceLink network
- Can work independently and as part of a team
- Maintain confidentiality
- Work with a high degree of integrity and hold high ethical standards

This is a contract position paying \$18 per hour. Invoices will be collected and paid monthly. Applications will be accepted on a rolling basis. Please submit a letter of interest and résumé to millerj@MOSourceLink.com for consideration.

Individuals living in the following geographies of St. Louis City and St. Louis County are encouraged to submit:

North St. Louis City, North St. Louis County, Dutchtown, Gravois Park.

Bi-lingual a plus.