



## Enrollment Advisor

[Uptima Entrepreneur Cooperative](#) provides holistic and culturally relevant education, advising, and community to support diverse entrepreneurs in creating thriving businesses in service to their communities. Our programs support entrepreneurs throughout their journey of starting, planning, growing, funding, leading, and keeping their businesses in their communities. We are very different from other business support organizations – as a cooperative, entrepreneur and worker members are a part of a real community that shares in our profits and contribute to how our programs are run.

### Position Description

Uptima's Enrollment Advisors share our vision, values, and commitment to creating a community of resilient, thriving entrepreneurs and businesses that are economically, socially, and environmentally just. At Uptima, our Enrollment Advisors perform within an innovative culture that's focused on redefining the field of entrepreneurship support by centering the experiences and needs of entrepreneurs of color and shifting how education, advising, and capital flow and support our businesses.

The Enrollment Advisor role guides entrepreneurs through the enrollment process for our entrepreneurship education and advising programs. Ideal candidates should be passionate about supporting entrepreneurs of color, challenging traditional business support practices, and re-imagining the ways we do business to build a just economy for all.

This is a full-time position within a cooperative work environment. Must be located in Oakland / East Bay, California, and able to work remotely with a national team.

### Responsibilities

- Manage a sizable database of inquiries, applications, and enrollments in our entrepreneurship training and advising programs
- Manage all aspects of the intake and enrollment process for our entrepreneurship education and advising programs, including reviewing intake forms, conducting enrollment consultations, and collection of paperwork
- Maintain an in-depth understanding of the needs of entrepreneurs, our programs and the larger business support ecosystem in order to provide a consultative approach to enrollment conversations
- Conduct enrollment consultations to better understand entrepreneurs' businesses, goals, challenges, answer any questions about the programs, and determine which, if any, of our programs are a good fit
- Make decisions regarding admission into our entrepreneurship education and advising programs based on defined enrollment criteria



- Manage enrollment paperwork, including sending admissions letters and collecting documents required for enrollment
- Conduct quarterly check-ins with entrepreneurs enrolled in our programs and support them in navigating any needs for additional support, deferral, or withdrawal from our programs
- Manage the appeals process for entrepreneurs who have been administratively withdrawn or deferred from our programs
- Update all interactions in a customer relationship management system
- Provide regular updates on the recruitment pipeline to marketing, enrollment, and administrative staff
- Support improvements to existing enrollment policies, procedures, paperwork and pipeline tracking system

## Qualifications

- Passionate about challenging traditional business support practices, disrupting extractive economies, and supporting new economic models that build community wealth for people of color
- Experience as a business owner starting and scaling a business, an advisor for an entrepreneurship program, or business development for small business lending
- Exceptional interpersonal skills, collaboration, and service orientation
- Effective communication skills in written and verbal feedback, including active listening and the ability to deliver constructive feedback
- Strong planning, organizing and time management skills
- Can handle sensitive information with the highest degree of integrity and confidentiality
- Willingness to be authentic and vulnerable, and to support others in kind
- Experience working in the growth phase of startup or small business environment
- Desire to contribute to a cooperative workplace by participating in the development of processes and systems to support organizational effectiveness
- Proficient in Microsoft Office products, email, internet, and Zoom
- Bachelor's degree or higher
- Coaching certification is a plus

This is a full-time position with a fixed salary of \$72,800-\$78,900 per year. We offer flexible work schedule, learning opportunities through our entrepreneurship programs, and potential to become a member-owner of our cooperative. The Enrollment Advisor is required to participate in an intensive 6-month training on our strategy, programs, partnerships, and enrollment practices and processes from October 2023 – May 2024. Start date is October 23, 2023.

Due to anticipated volume of responses, we will contact only those candidates who most closely share our vision and match our qualifications. Only local candidates in Oakland / East Bay, California, will be considered.



## How to Apply

Please send cover letter and resume to [jobs@uptimacoop.com](mailto:jobs@uptimacoop.com) by **August 26, 2023**.

*Uptima Entrepreneur Cooperative is an equal opportunity employer and prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, gender identity or expression, personal appearance, protected veteran status, or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination against a person who is perceived to have any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics. African American and other People of Color are strongly encouraged to apply.*