

## **Minority Business Growth Alliance Client Ambassador (CA)**

The Client Ambassador interviews and determines which Businesses will work with Minority Business Growth Alliance (MBGA), monitors the BC and Owner engagement and the Business Owner's satisfaction.

### **What does a Client Ambassador do?**

#### **Participation Determination**

In partnership with MBGA Leaders, the CA will learn about the Business Owner's goals and aspirations to become part of MBGA, determining if their needs are aligned with services provided.

#### **Business Owners and Business Champion Match**

This position also works closely with the Business Champion Manager (BCM) who screens and onboards new Business Champions. Together, the CA and BCM make appropriate matches of Business Champions to Business Owners.

#### **Ongoing Relationship Building**

The Client Ambassador will be responsible for monitoring and understanding the quality of the MBGA client experience. The CA will consult with the Business Champion Manager and MBGA leaders as necessary to ensure engagements are running smoothly.

Once a Business is identified as a potential client of MBGA's, the CA position requires approximately 10 hours over a 4-6 week period of time. You may be asked to screen/interview more than 1 business at a time, not to exceed 20 hours over a 4-6 week period. You can expect to interview a maximum of 10 business owners in a calendar year.

### **Who could be a Client Ambassador?**

- Experienced business owners/entrepreneurs and/or experienced consultants to businesses, especially small, privately owned. Experience working with BIPOC audiences will be a plus
- Deep and wide business acumen. Strategic and tactical. Understand a variety of business functions (e.g., finance, operations, IT, sales, marketing, human resources, leadership) in order to identify opportunities for improvement.
- Ability/experience interviewing and selecting candidates for jobs
- Has the ability to assess business acumen and business skills of Business Owners; willingness to use MBGA's criteria along with your judgment--to determine the readiness of a business owner to join MBGA.
- Communication abilities—can describe MBGA's mission, vision, and explain criteria for prospective Business Owners to become a part of MBGA.
- Responsiveness to Business Owner and MBGA needs.
- Curiosity with solid listening skills.
- Humble and open to learning.
- Knowledgeable and passionate about the Business Owner's industry is preferred, not required
- Willingness to challenge personal assumptions and racial perceptions

- Culturally competent. This includes a set of skills including
  - Ability to work with individuals and groups in respectful, equitable and inclusive ways
  - Understand how factors of perceived race, ethnicity, socioeconomic class, age, gender/gender identity, skin color, languages, accents, national origins, disabilities affect how we all show up in the world
  - Open to/accepting of new and challenging ideas
  - Celebrate diversity and understand accurate historical contexts

**Technical Skills:**

- Zoom conferencing / scheduling/holding virtual meetings
- Data entry into a database (e.g. Hubspot, Salesforce.com)
- Able to interpret feedback and communicate key concepts succinctly

**What does a Client Ambassador gain from this experience?**

This role is critical to the success of the Minority Business Growth Alliance's (MBGA's) ability to provide the impact that allows and encourages Minority-Owned Businesses to grow and thrive. Specifically, you will:

- Assure Minority Business Owners get the professional coaching and service they need to grow
- Increase cultural competency
- Build meaningful relationships with individuals outside one's normal networks
- Help level the playing field for business owners who need it

Are you ready to apply to be a Client Ambassador? Let's get started!