



<b>Position:</b>	Entrepreneur Support Manager
<b>Status:</b>	Full Time, Exempt
<b>Location:</b>	Nashville, TN
<b>Reports To:</b>	VP of Operations
<b>Updated:</b>	May 2024

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The Nashville Entrepreneur Center (NEC) is a 501(c)3 non-profit organization founded in 2010 to support people and businesses through every stage of their entrepreneurial journey. We exist to help make Nashville the best place to start and grow a business by increasing the likelihood of success for entrepreneurs.

## ABOUT THE ROLE

The Entrepreneur Support Manager is a vital member of the community team, working closely with the Membership & Facilities Manager to support entrepreneurs across various service offerings at the NEC and beyond. As the Entrepreneur Support Manager, you play a crucial role in connecting entrepreneurs with the resources needed to start and grow their businesses by leading the NEC's navigation, advisor network, and capital coordination initiatives. You oversee our advisor program and serve as a central point of contact for current and prospective members, guiding them to access the necessary services within and outside our organization. Your role encompasses providing personalized support to entrepreneurs, helping them overcome challenges, and facilitating their success. This multifaceted position requires strong communication, organizational, and relationship-building skills. Primary responsibilities include:

### Navigation (30%)

- Serve as the primary point of contact for Middle TN entrepreneurs seeking support, providing personalized assistance, and connecting them with relevant resources and services inside and outside the NEC.
- Utilize a standardized intake assessment to identify entrepreneurs' goals, challenges, and support needs at the onset of service. Evaluate and modify the assessment as required.
- Build and maintain a network of external partners to understand the range of support available to entrepreneurs in Middle TN.
- Stay informed about trends and developments in entrepreneurship support and incorporate best practices into our services.

### Advisor Network (30%)

- Manage the advisor network, including recruiting, training, and retaining qualified advisors across various disciplines, industries, and backgrounds.
- Develop and maintain relationships with advisors, ensuring they are equipped to provide valuable guidance and support to entrepreneurs.
- Manage the online advisor platform and promptly address technical issues to maximize use by advisors and entrepreneurs.
- Address challenges within the advisor network promptly and diplomatically, ensuring a positive and inclusive environment for all advisors and entrepreneurs seeking support.

### Capital Coordination (20%):

- Manage the relationship between the NEC and InvestTN, including managing the Regional Capital Council.

- Help NEC members and InvestTN applicants connect with capital advisors to assist during the application process. Once funding is committed, connect them with EIR-Capital to assist with finding matching funding.
- Coordinate regular (at least quarterly) capital education events for NEC members and the broader Middle TN community of entrepreneurs.

#### Strategic Engagement & Evaluation (20%):

- Develop and implement strategies to increase engagement and retention of entrepreneurs in our support programs.
- Collaborate with the Membership & Facilities Manager, Program Managers, and other staff to coordinate weekly member events that drive value for entrepreneurs by addressing their most relevant needs.
- Track and evaluate the effectiveness of support services, collecting feedback from entrepreneurs and advisors to improve our offerings continuously.
- Maintain records and data related to navigation, the advisor program, and InvestTN, using data analysis to identify trends and inform decision-making.
- Along with the Marketing Communications team, develop and execute communication and marketing strategies, highlighting success stories and achievements to promote the NEC and its programs.
- Perform other duties as assigned.

## ABOUT YOU

The ideal candidate is passionate about supporting entrepreneurs, skilled in relationship management, and adept at navigating complex systems to connect individuals with the resources they need. Qualifications include:

- Graduation from an accredited college or university with a bachelor's degree in a related field.
- Strong interpersonal skills, with the ability to build and maintain relationships with diverse stakeholders.
- Proven experience in recruitment, community engagement, and program coordination.
- Strong problem-solving skills
- Excellent verbal and written communication skills
- Highly organized, able to manage multiple projects simultaneously and adapt to changing priorities.
- Proficiency in using technology and software tools for communication, collaboration, and data management. Proficiency in Microsoft and Google Workspace applications is required. Experience with project management software (currently using ClickUp) and CRM is preferred but not required.
- Proficiency in data analysis and reporting.
- Knowledge of the Middle TN entrepreneurial ecosystem, including resources, funding opportunities, and support organizations.
- Ability to work independently and as part of a team, with a commitment to the mission of the NEC.
- Event planning or management experience is a plus.

## ADDITIONAL JOB INFORMATION

This is a full-time, exempt position based in Nashville, TN.

- Salary range is \$50,000-\$55,000, dependent on experience.
- Comprehensive benefits package, including medical insurance (employee-only coverage high deductible medical plan option available at no cost to employee), company-paid life insurance, an employee assistance program with dental, vision, and disability options, and a 401(k) matching option.

- Paid flexible time off policy, plus 15 annual holidays, including time off between Christmas Eve and New Year's Day.
- A hybrid virtual/in-person working model may be considered based on the role's demands.

## ABOUT THE NEC

### Our Mission

Grounded by our values, we're on a mission to help make Nashville the best place to start and grow a business by increasing the likelihood of success for entrepreneurs. We're proud to be a steward of Nashville's entrepreneurial legacy by lifting the entrepreneur's voices and telling stories that celebrate how they make our world better and teach others as they give back – keeping the cycle of entrepreneurship alive.

### Our Culture

We strive to be as innovative as the founders we support. Our team is highly collaborative and flexible. We take initiative to help each other and our community outside the bounds of department or expertise. Most importantly, we are driven to serve Nashville entrepreneurs, make entrepreneurship accessible to all, and continue our legacy of positive impact.

### Our Values

- Innovative: we help turn ideas into action
- Excellent: we strive to be exceptional, best in class
- Results-driven: we are action-oriented
- Trusted: we are reliable and approachable
- Inclusive: we make the extra effort to make sure everyone is welcome
- Adaptive: we are agile in response to changing circumstances

### To apply, please go to [www.ec.co/careers](http://www.ec.co/careers).

At the Nashville Entrepreneur Center, we value a diverse workplace and strongly encourage all genders, people of color, LGBTQ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply. The NEC is an equal-opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition, or any protected category prohibited by local, state or federal laws. Those applicants requiring reasonable accommodation to the application or interview process should notify an organization representative at [hr@ec.co](mailto:hr@ec.co).