

**Richmond SCORE  
Current Volunteer Needs  
Details**

**Marketing Coordinator**

Description:

Perform outreach activities in the community including in-person visits to chambers of commerce, banks, local companies, and professional associations.

Responsibilities:

- Assist in the development of marketing materials
- In-person representation at local business events to promote SCORE
- In-person outreach to business community strategic partners
- Notify media regarding SCORE events

Background Requirements:

- Previous marketing or direct sales experience
- Good personal appearance and interpersonal skills
- Personal computer, Microsoft Office, and internet skills

**Training Coordinator**

Description:

Coordinate and execute training and awareness programs for volunteers.

Responsibilities include:

- Develop and coordinate the curriculum and certification program for SCORE Counselors
- Monitor and insure that counselors remain in compliance with certification requirements
- Coordinate with SCORE National on training needs and programs
- Identify new business related training needs by staying abreast of business and SBA trends, tools, and concepts
- Arrange for speakers and topics for the monthly chapter meetings
- Develop an annual training plan for the chapter

Background Requirements:

- Prior experience with adult education and training programs
- Personal computing skills and experience with the Microsoft Office product suite and the Internet.

**Workshop Facilitator**

**Description:**

Present prepared workshops/ facilitate workshop small breakout groups. Workshops will cover a variety of business topics and will be presented to potential and existing small business owners.

**Responsibilities include:**

- Conduct prepared workshops on a variety of business topics using manual and computerized presentation media
- Work with small workshop break out groups to develop feed back on topics assigned during workshops
- Assist in the development and preparation of workshop content including topic research and creation of necessary media
- Coordinate with the SCORE Workshop and Marketing Committees
- Facilitate room setup and participant registration

**Background Requirements:**

- Business experience required to answer content related questions
- Prior experience with adult education and training programs (desirable)
- Personal computing skills and experience with the Microsoft Office product suite and the Internet (desirable)

## **Counselor**

**Description:**

Provide small business coaching from initial assessment through business planning, marketing & advertising, financing, scale up and on-going monitoring.

**Responsibilities:**

- Evaluate initial client needs
- Review business, marketing, and financial plans
- Maintain and on-going mentor relationship with clients
- Bring other resources to bear on issues when skills needed are outside of the assigned counselor's expertise
- Keep appropriate electronic records of client meetings using SCORE systems infrastructure
- Maintain confidentiality throughout the process
- Participate in local SCORE business and committee meetings
- Acquire and maintain SCORE counselor certification
- Participate in both face to face and on-line counseling

**Preferred Background Requirements:**

- Small business ownership or mid to upper level corporate management experience
- Ability to work with a diverse client base

- Good interpersonal skills
- Personal computing skills and experience with the Microsoft Office product suite and the Internet.

### **Customer Intake Ambassador**

#### Description:

Receive calls and provide initial response to client requests for assistance and general information. Triage the clients to the appropriate counselors based on location, availability and initial needs & skills matching and prepare initial intake documents for chapter records. Schedule clients for workshops through a combination of phone intake, email request, or face to face.

#### Responsibilities:

- Receive calls and provide initial response to client requests for assistance
- Triage the clients to the appropriate counselors based on location, availability and initial needs & skills matching
- Prepare required intake documents for chapter records
- Schedule clients for workshops through a combination of phone intake, email requests, or face to face
- Serve as office ambassador for walk-in clients

#### Skills Requirements:

- Good verbal communication skills
- Good interpersonal skills
- Need intermediate level personal computer skills
- Previous business experience
- Prior office management experience desired

### **General IT Support & Web Master**

#### Description:

Provide overall ownership and leadership for content management of the Richmond SCORE Chapter Web Site. This would include the ownership of change and content management processes. This role would also serve as liaison with the SCORE National Web Master.

#### Responsibilities:

- Define and manage the process of content management for the Richmond SCORE website
- Define the process for quality assurance for the Richmond SCORE website
- Manage website access and security
- Manage the services provided by our application service provider
- Serve as the technical contact for our ASP and SCORE National

Skills Required:

- General IT know and experience
- Previous experience with a content management system
- General experience with web technologies
- Communication and organization skills
- Interpersonal skills