



Position:	Program Manager
Status:	Full Time, Exempt
Location:	Nashville, TN
Reports To:	VP of Programs
Updated:	May 2024

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

As a Program Manager at the NEC, you are responsible for managing one or more programs or accelerators to support entrepreneurs. You will work collaboratively with various stakeholders to manage project timelines, program execution, and communication. On a typical day, you may answer questions from founders, communicate with network partners, book speakers for future events, run operations for a guest lecture, coordinate the matching of entrepreneurs with advisors, and identify and execute strategies for program improvement. In collaboration with the VP of Programs and respective program leaders, the individual in this role will work to ensure NEC programming is financially sustainable and best-in-class.

The Program Manager must maintain flexibility to meet the evolving needs of NEC programs. Current priorities for this role include managing Project FinTech activities, including:

- Manage a 16-week cohort program to accelerate pre-seed and seed FinTech startups to raise capital.
- Launch monthly industry meet-ups to grow the pipeline of FinTech startups in Tennessee.
- Establish an advisory board to engage universities, state agencies, industry executives, and other stakeholders to support a thriving FinTech ecosystem in Tennessee.

Success measures for this role include:

- NPS from program participants that meets or exceeds goals.
- Earned revenue from program participants that meets or exceeds goals.
- Collaboration to secure contributed revenue from program partners/sponsors that meets or exceeds goals.
- % program participants that achieve program goals (i.e., revenue goals, team growth, new client or investor, quality pitch and deck, advisory board addition, etc.).

Primary responsibilities include:

Program Recruiting, Selection, and Onboarding

- Partner with the Marketing & Communications team to execute a recruitment plan and expand the candidate pipeline, including collaboration with network partners and info meetings with candidates.
- Lead the selection process in collaboration with the selection committee to ensure a diverse cohort of participants.
- Coordinate program onboarding, prepare materials, and announce/promote the new cohort.

Program Delivery & Engagement

- Collaborate with the NEC team, advisors, and others to connect founders to helpful resources, identify participant needs, and ensure program design addresses those needs.
- Coordinate planning meetings and manage session agendas, calendar invitations, speaker confirmation, meeting documentation, and supporting materials.
- Coordinate with network partners to expand program reach and impact.
- Be the first point of contact for program participants needing support or help accessing NEC resources.
- Create and share critical communications with program participants, such as session reminders/follow-ups, and identify opportunities to support participant engagement.
- Collaborate with NEC Development and Marketing & Communications teams to execute program sponsorship opportunities and support the NEC brand.
- Recruit and manage participants in alumni groups, providing relevant support and programming to founders upon graduation from NEC programs.

Program Planning & Reporting

- Manage and execute program strategy, goals, timeline, and calendar.
- Manage and track founder metrics and feedback to assess progress toward program goals.
- Ensure efficient and effective gathering, storage, tracking, and reporting of relevant metrics and data.
- Support management of program participant contracts, manage founder payments, and monitor program budget as needed.

ABOUT YOU

The ideal candidate for this position thrives in an agile environment and is passionate about supporting entrepreneurs. Qualifications include:

- Graduation from an accredited college or university with a bachelor's degree in a related field.
- 3-5 years of professional experience. Experience managing an accelerator is highly preferred.
- Strong interpersonal skills, with the ability to build and maintain relationships with diverse stakeholders.
- Ability to influence stakeholders at all levels.
- Highly organized, able to manage multiple projects simultaneously and adapt to changing priorities.
- Excellent verbal and written communication skills.
- Curious, with an ability to lean into new environments and learn quickly.
- Punctual and detail-oriented.
- Independently motivated, managing their workflow aligned to program objectives.
- Ability to proactively identify and solve problems.
- Proven experience in project and/or program 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.
- Ability to work independently and as part of a team, with a commitment to the mission of the NEC.
- Experience in the entrepreneurial ecosystem is preferred.

ADDITIONAL JOB INFORMATION

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

- Salary range is \$68,000-\$72,000, 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 program needs.
- Due to the geographic reach of NEC programs, some travel may be required; anticipated travel is minimal – no more than 5-10%.

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.

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.