The Chicagoland Chamber of Commerce is the region’s most dynamic and effective business-for-business member organization. By combining the power of people, with our legacy of leadership and business advocacy, we drive public policy, programs, and communications to create a dynamic economy. We focus on delivering value for our members, making Chicago a world-class place to live and work.

**Guest Business Advisor - IL SBDC, Contract**

**Job Description**

**Position Summary:**
Reporting to the Center Director – IL SBDC and serving as an integral member of the Small Business Chicago team, the Guest Business Advisor is a public service position responsible for providing advising to individuals, and small businesses clients of the Chamber’s IL Small Business Development Center (SBDC). This charge requires a broad base of business knowledge, excellent analytical skills, along with client management skills. This position is solely client facing and requires strong coaching abilities that are usually instinctual due to years of small business experience. As a guest advisor, you will meet with new and some existing clients to help them navigate through the pandemic environment.

**Duties and Responsibilities:**
- Provide high quality individual instruction to entrepreneurs, business owners, and business managers. Analyze situations, make recommendations, and educate clients regarding business plans, market feasibility, financial viability, operations management, legal structures, etc.
- Maintain an appropriate level and mix of clients as noted by weekly goals and metrics pertaining to number of clients served.
- Meet with clients virtually, via Zoom for 1-hour advising sessions
- Maintain Outlook Calendar for appointment scheduling
- A knowledge of private-sector business resources and other economic development assistance that are beneficial to clients
- Continually cultivate business resources and connections to assist clients
- Direct clients to other appropriate sources of business information and assistance as needed
• Document activities via Client Information System (Neoserra) in a timely, accurate, and comprehensive manner. Maintain adequate client files as per SBA and IL SBDC guidelines
• Utilize client and management feedback in striving for continuous improvement. Maintain positive, professional relations with other institutions as well as clients served
• Assist in building awareness for the Chamber IL SBDC, programs and initiatives on social media

Qualifications:
• BA / BS degree mandatory, MBA preferred.
• Minimum 3 years of experience in small business consulting, advising or management
• Experience either as an owner, board member of, or advisor to, a small business
• Experience in starting a small business within the Chicagoland area and in-depth knowledge of the City of Chicago’s business platforms (BACP, NOF, etc.)
• Advanced computer skills (Word, Excel, Outlook, CRM systems, etc.)
• Must have own laptop, internet and cell phone
• Professional judgement and strong small business instincts, work ethic and ability to maintain confidentiality
• Superior communication and time management skills; ability to influence and engage
• Self-managed, focused, proactive, highly responsive and results/goal oriented
• Exceptional oral, interpersonal, and presentation skills
• Familiarity with client management database and reporting
• Entrepreneurial spirit and dynamic personality with the ability to empower others
• Demonstrated command of pro-business issues and priorities
• An inspirational, enthusiastic, and accessible style of advising
• Problem analysis and problem resolution at the functional level to assist clients in the small business community
• Passion for the Chamber and the IL SBDC’s mission to support small businesses

To apply, please email; cover letter addressing experience in coaching clients within the small business community, resume and 2 advising client references to Stacey Pitts Caldwell, scaldwell@chicagolandchamber.org for consideration. This position is paid per client advising session, contract at a per hour rate.
Contract Deliverables:

This position will be required to execute on the following:

- Minimum 1 hour of one-on-one advising with Chamber’s IL SBDC clients, virtually, at least 5-10 times per week depending on schedule set with Center Director
- Client Management hours is 3-5 hours of data entry per week
- Weekly required meeting with Center Director 1-2 hours per week

This position will be paid monthly with submission of invoice deliverables as stated above and approved by Center Director. The above goals will be adjusted based on the IL SBDC’s activities, program delivery and metrics. As a guest advisor, schedule flexibility is available.