



MICROBUSINESS ADVANCEMENT CENTER
VOLUNTEER PROGRAM

POSITION TITLE: VOLUNTEER BUSINESS MENTOR

OVERVIEW OF POSITION: Provide advice, coaching and assistance to existing business owners or entrepreneurs with a finalized business plan that are seeking to grow or expand their business.

TIME EXPECTATIONS: Two to four hours per month for 3 months.

SPECIFIC TASKS

- Attend 2 hour MAC Training for Mentor Volunteer Program
- Meet with the client and MAC Client Services Manager (CSM); review SWOT analysis and client goals as well as business plan
- Establish monthly client meetings for the 3 month program for at least one hour and nor more than 3 hours every other week, for a total of 8 sessions
- Provide advice, suggestions, and feedback on small business issues affecting the client's plan
- Provide MAC with monthly feedback on the meeting, progress, challenges, and questions and engage in periodic conversations with client services manager regarding progress
- Attend mid-program meeting with CSM and client
- Attend final program evaluation meeting with CSM and client

SKILLS & EXPERIENCE:

- Have owned a small business for at least 5 years within the last 5 years; or have specific industry expertise
- Good spoken and written communication skills
- Great listening and problem-solving skills
- Good interpersonal relations skills
- Ability to follow set guidelines and objectives, and be creative and flexible to accommodate client needs
- Expertise in a general business area, such as finance, operations, marketing, etc.

PROGRAM COORDINATOR: Deborah Knox, Client Services Manager

BENEFITS TO VOLUNTEER: Share professional expertise; increase or enhance coaching ability; contribute actively to prospective entrepreneur's growth and success; provide encouragement and support from own business experience; become part of an active network of mutually supportive business volunteers to enhance and support Tucson's small business community.

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