

Ben Franklin Technology Partners of Northeastern PA (Ben Franklin Northeast)
Job Description
Associate Manager for Client Development

Position Status: Exempt Staff, Full Time

Name:

Supervisor's Title: Chief Investment Officer

Supervisor's Name: Wayne Barz

Role:

The Associate Manager for Client Development is responsible for ensuring that clients in the Ben Franklin Northeast portfolio receive the best possible support from our team, from outside advisors and experts, and from service providers and vendors when we introduce them or pay for their services. We call this package of support our *Solutions Network*, and it's a critical part of what makes Ben Franklin Northeast and its clients so successful.

Responsibilities:

- Work with clients and your internal Portfolio Group teammates (team of 8 members in all) to identify issues related to client business strategy and execution (this includes marketing and sales, finance, operations, etc.).
- Continually update and refresh our database of more than 700 advisors, consultants, and investors to connect them with our clients.
- Assist in identifying and preparing grants that would provide Ben Franklin Northeast with additional tools to support our clients.
- Develop and implement a process to facilitate introductions between our clients and potential strategic partners and customers from across the state and region.
- Assist in planning our events, such as Venture Idol.
- Leads and facilitates the SPARK Program, a mentorship initiative that connects Ben Franklin Northeast portfolio companies with seasoned business professionals as mentors.
- Perform other duties as assigned.

Requirements:

- Strong interpersonal skills and demonstrated ability to form business relationships
- Excellent writing skills, formal business and/or finance training
- Experienced and confident with software such as Excel and Word; Salesforce experience also a plus
- Strong communication skills including writing and 'listening to understand'
- Ability to organize multiple projects and processes simultaneously
- Bachelor's degree in business administration or a related field
- Five years' experience in business positions is preferred

Ben Franklin Northeast has a hybrid model of working from our office in Bethlehem and working from home. Occasional travel outside the Lehigh Valley region is required.

Note:

This position description does not list all responsibilities, skills, efforts, or working conditions associated with the position. It reflects principal job elements. Ben Franklin Technology Partners reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

Benefits include:

- Health Care
- Holidays, Sick Leave, Vacation
- Retirement Plan which includes a matching incentive
- Wellness Programs
- Tuition Assistance

About Ben Franklin Technology Partners of Northeastern Pennsylvania

For nearly 40 years, Ben Franklin Technology Partners of Northeastern Pennsylvania (Ben Franklin Northeast) has been building an ecosystem that fosters innovation and entrepreneurial success by providing investment capital and business support services to technology startups and established manufacturers. Nationally ranked among the top 5% of the most active seed and early-stage investors, Ben Franklin Northeast invests in and supports companies to retain highly paid, sustainable jobs, accelerate technology-based economic growth in northeastern Pennsylvania, and advance technologies that improve the human condition. Learn more at nep.benfranklin.org.