SOAR
SHAPING OUR APPALACHIAN REGION

Startup Support Specialist

As a Startup Support Specialist, you will be the backbone of our startup ecosystem, working closely with early-stage companies to support their growth, guide them through the challenges of scaling, and identify opportunities for their development. You'll be in the trenches with startups, providing hands-on assistance, strategic guidance, and scouting for opportunities to propel their success. The position will report to SOAR's Director of Business and Innovation.

Responsibilities

Hands-on Support:

- Work directly with startup founders and teams to understand their business models, challenges, and objectives.
- Provide personalized support and advice tailored to the unique needs and stage of each startup.
- Assist in developing and refining business strategies, operational processes, and go-to-market plans.

Guidance on Scaling:

- Guide startups through the challenges of scaling, including scaling their team, operations, and customer base.
- Offer insights on product development, market expansion, and customer acquisition strategies.
- Collaborate with startups to identify and address scalability bottlenecks.
- Actively scout for opportunities, partnerships, and resources that can benefit startups.
- Identify potential investors, accelerators, and strategic partners aligned with the startups' goals.
- Keep abreast of industry trends, market opportunities, and emerging technologies to provide valuable insights to startups.

Networking and Relationship Building:

- Build strong relationships with startup founders, investors, industry experts, and key stakeholders in the startup ecosystem.
- Facilitate connections and networking opportunities for startups to access mentorship, funding, and collaboration.

Training and Workshops:

- With the support of the Business and Innovation team, organize and facilitate workshops, training sessions, and events to equip startups with essential skills and knowledge for growth.
- Cover topics such as fundraising, marketing, product development, and scaling strategies.
- Work with the team to create resources and content for the Mighty Network Community Platform.

Performance Tracking and Reporting:

- Monitor the progress and performance of supported startups, tracking key metrics and milestones.
- Prepare regular reports and updates on the status of supported startups, highlighting achievements, challenges, and areas for improvement.

Expectations

- Embody SOAR's mission and core values.

- Follow SOAR Innovation's standardized process.

- Meet and exceed organizational OKRs.

- Possess a willingness to get into the trenches to help clients find a way, working with urgency and excitement to achieve the desired outcome(s).

- Be prompt and concise with external and internal communication.

- Be a team player.

- Be coachable and open to feedback.

- Be all-in on the future of Appalachia Kentucky.

- Attend required team meetings.

    - Weekly team meeting.

    - Weekly 1-1 with the Director of Business and Innovation

    - Monthly all-team meeting.

Knowledge, Skills, and Abilities

- Ability to communicate in a collaborative and fast-paced environment.

- Excellent time management skills.

- Proficiency with computer programs such as Microsoft Word, Excel, PowerPoint, and Outlook. Excellent customer service skills.

- Fundamental understanding of the ecosystem of resources supporting entrepreneurs and existing small businesses in Kentucky.

Qualifications

- 1-3 years experience in providing excellent customer service.

- 1-3 years experience in providing services to entrepreneurs or small businesses (preferred)

- Bachelor's degree (preferred)

- Experience using CRM programs, preferably Salesforce

Requirements:

- Proven experience working in a startup environment or providing support services to startups.

- In-depth understanding of the startup ecosystem, including fundraising, product development, and scaling challenges.

- Strong entrepreneurial mindset with the ability to think creatively and adapt to rapidly changing environments.

- Excellent communication and interpersonal skills, with the ability to build rapport with startup founders, investors, and other stakeholders.

- Analytical mindset with the ability to evaluate opportunities, identify trends, and provide strategic recommendations.

- Proactive and self-motivated, with the ability to work independently and as part of a team.

- Knowledge of relevant tools and technologies for startup support and analysis.

- Willingness to travel and work flexible hours as needed.

Culture and Core Values

SOAR's mission is simple: to return Eastern Kentucky back to economic prosperity.

Our team culture is anchored by putting the interests of Eastern Kentucky first in all that we do. We believe treating others the way we want to be treated is always within our control. Our core values include faith, selflessness, grit, integrity, and empathy. We do our best to exemplify these daily in our interactions with each other and with external partners.

Why SOAR?

The SOAR organization offers a chance to be part of a movement that's bigger than any one of us individually. Eastern Kentucky's won't be solved by others. It's going to take us to come together to find the solutions. Through communications, collaborations, and convenings, SOAR is on the front lines helping to get the right people in the right rooms to ensure the future of Eastern Kentucky burns as bright as ever.

SOAR offers a competitive salary along with the following benefits:

- 100% paid individual health insurance.

- SIMPLE IRA retirement plan.

- Cell phone stipend.

- Mileage reimbursement for work-related travel.

Apply Now

 Email a cover letter, resume, and salary history to **hr@soar-ky.org**.

SOAR is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.