

PROSPERA

Job Posting – Business Specialist

Posted: October 1, 2026

Location: In Person on site in – Bozeman, MT

Salary: \$50,000 to \$55,000 DOE, with full benefits including:

- ✓ Health Insurance: 100% paid for employee (Silver, Blue Cross Blue Shield plan)
 - Health
 - Dental
 - Vision
- ✓ Employer paid Health Savings Account (Silver Plan)
- ✓ Retirement IRA with 3% match
- ✓ 34 Paid-Time Off days (20 PTO + 14 Holidays)
- ✓ Monthly phone stipend
- ✓ Parental Leave
- ✓ Professional Development Opportunities

Prospera is the leading non-profit organization advancing and supporting community-centered economic development in southwest Montana. Our focus is helping people start and grow their local business – which in turn strengthens our region’s economy and communities. Founded in 1985, Prospera has deep roots that connect us to the people and communities across SW Montana.

Position Summary:

The Business Specialist position is forward-facing providing executive and administrative support to our organization and Prospera clients. This dynamic position is our primary in-office customer service for Prospera visitors, members, and business leaders. This position assists clients on the phone, in person, and via email correspondence. This role provides professional level service and project support to our business advising efforts as well as our executive team for special projects and vital office operations.

Abilities and Qualifications:

- Enjoys playing a supportive role for important organizational business operations and functions involving people, communications, and a variety of office duties.
- Brings a positive attitude for managing multiple responsibilities through to completion.
- Organized and demonstrates time-management skills focusing on daily and weekly responsibilities.
- A savvy communicator and customer service representative that can professionally direct “traffic” and provide follow-up as needed.
- High computer literacy with strong skills using online platforms like Asana and Microsoft Office Suite.
- Professional written and verbal communication skills.

Duties and Responsibilities:

This position is our in-office customer service for Prospera which provides important support for business communications, executive team projects, and multiple business programs and fundraising efforts. This position is ideally suited for someone who is organized, enjoys helping others, and is a skilled communicator.

OFFICE OPERATIONS AND SUPPORT

- Support the organization's professional reputation as the primary contact for telephone, walk-in, and email inquiries.
- Be helpful and efficient with customer service –on-boarding new business inquiries and directing inquiries to the appropriate staff.
- Manage a robust client follow-up process to ensure new clients are accessing the services they need in a timely manner.
- Report quarterly client on-boarding metrics to team.
- Support the Business Advising team with projects and client management.
- Ensure established office operations and processes remain smooth and efficient for the staff; collect and distribute mail, purchase office supplies and maintain office equipment as directed.
- Assist the Senior Director of Finance and Lending with weekly bank deposits, membership accounts receivable to collect payments, and additional support as directed for business operations.
- Take and publish minutes for monthly Board meetings.
- Coordinate birthday and work anniversary recognition for staff.
- Support building maintenance as directed by the leadership team.

EVENT AND PROGRAM SUPPORT

- Maintain and update training materials including updating links, maintaining Dropbox files, maintaining print materials, etc.
- Support business advisors with clients and online training programs.
- Assist the Leadership Team with special projects for appointments, meetings, and other duties as assigned.
- Coordinate staff and board meetings; securing locations, speakers, food/refreshments as needed.
- Assist with logistics and supplies for Prospera's Business Center.

Work Conditions:

The work week is generally Monday - Friday 8:30 am to 5:00 pm, with some after-hours required depending on events and schedule. Standing, lifting and some moderate physical requirements (ability to lift 50 lbs.) are necessary along with a personal vehicle, valid driver's license and insurance as some local travel is required. This position is in-person based in Bozeman, MT.

To Apply:

Email a cover letter and a resume. The cover letter will be considered a writing sample in addition to serving as a personal introduction.

E-mail your application with "Business Specialist" in the subject line to:

jweak@prosperamt.org

Initial application review deadline is October 16, 2026.

After the deadline, applications will be reviewed as received. This position is open until filled.

