CLASS SPECIFICATION
10,000 Small Businesses Alumni Manager

FLSA Status: Exempt
EEOC Job Category: Professionals
Union Representation: Unrepresented

GENERAL PURPOSE
Under the direction of the 10,000 Small Businesses Regional Executive Director or designee (Southern California Regional Center), develop and implement project activities related to alumni program for the 10,000 Small Businesses program for the southern California Region service the 10 counties of Southern California (Los Angeles, Orange, San Bernardino, Riverside, San Diego, Imperial, Santa Barbara, Ventura, San Luis Obispo and Kern). Responsible for managing region wide alumni program projects to increase region performance on alumni engagement, develop and implement special projects assigned to ensure successful operations of the region through building community and business partnerships and collaborations; manage team of specialty business advisors and performance deliverables and outcomes, represent the Southern California Region; represent LBCC and 10SKB in regional committees, working groups, taskforces, etc., focused on economic development activities and alumni engagement in the region; and interface local and national partners and economic development agencies to promote and facilitate regional business creation, retention, and expansion in the assigned project areas. Work with small business owners to provide business advisory services while business owners are participating in the 10KSB business and management education program. Connect 10KSB alumni with national and regional opportunities that promote advancing alumni business owners and their businesses.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Create and implement an operating project and implementation plan for assigned projects including work with national and local partners, reporting through program measurement and evaluation systems, technology, and other specialty programs undertaken by the region.

2. Manage a select team of business advisors assigned to special projects (e.g. measurement and evaluation, alumni roundtables, etc.) and ensure deliverables and outcomes are being met.

3. Plan, develop, prepare and monitor special projects budgets, compile, write and submit timely narrative and quantitative reports per project funding guidelines and meet deadlines of all internal and external reporting requirements.

4. Conduct client follow-up activities and complete project evaluation reports, and collect data to provide economic impact narratives. Prepare reports for the Regional Executive Director as necessary; administer region client records; assist with region operational systems and records to assure audit and accreditation readiness as requested.
5. Determine the needs of the 10KSB alumni program partners, local community, ensuring these needs are met and measuring the impact of the project services, deliverables and outcomes.

6. Develop cooperative working relationships and partnerships with 10KSB regional staff and the sub-site(s) staff in the Southern California Region service the 10 counties of Southern California; work with sub-site(s) in delivering alumni services to alumni from sub-site locations as appropriate.

7. Assure all alumni program projects are in compliance with college, CAED, and grantor(s) guidelines and regulations.

8. Evaluate alumni program to develop innovative services and implement new programs/services and/or change to existing programs or services as necessary.

9. Participate in activities of other local economic development efforts, as feasible and appropriate, such as regional economic development committees, working groups and ensure LBCC and Southern California region alumni and program interests are being represented.

10. Consult and collaborate with academic and professionals at institutions of higher education; area assistance providers, local and national partners to identify and provide alumni programs as need.

11. Promote and market 10KSB alumni program and services regionally; make presentations to local and regional business and civic groups and organizations as appropriate.

12. Plan, develop, coordinate, schedule and supervise delivery of alumni programs and services sponsored by or provided directly by the Southern California Regional Center, including but not limited to specialty workshops, seminars, conferences, special events, etc., targeted to small businesses.

13. Facilitate creation of systems and sites for delivery of special alumni projects, business advising services, and seminars.

14. Develop and manage outreach and recruitment programs involving 10KSB business owner alumni.

15. Maintain network of resource business assistance organizations, business professionals, and economic development agencies, including local business leaders, business organization, Chambers of Commerce, community leaders and other economic development agencies to promote business development opportunities and entrepreneurship on behalf of the Southern California Region.

16. Assign, supervise, coordinate, evaluate and monitor work performed by regional alumni program staff, including partner organizations and collaborative/consortia.

17. Interpret, apply, communicate, and implement pertinent laws and/or regional policy and procedures, and/or external agency business and/or other regulations, policies, and procedures as appropriate.

OTHER DUTIES

1. Performs other duties as assigned.
QUALIFICATIONS

Knowledge of:
1. Principles and practices of project management and implementation.
2. Principles and practices of employee training, supervision and subcontract management.
3. Small business principles and practices and operation; diverse small business sectors and needs.
4. Modern office management and operational practices and procedures.
6. Small Business focused marketing concepts, principles, and techniques.
7. Southern California Region 10KSB program and external agency business policies, regulations, and procedures.
8. Public relations concepts and principles.
10. Interviewing techniques.
11. Oral and written communication skills, including correct English usage.
12. Labor market conditions and emerging industry trends.
13. Principles of successful management, operational and fiscal accountability, including budgets and grant management, program operations and compliance.
14. The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.
15. Principles and practices of sound business communication.
16. Principles and practices of effective supervision.

Ability to:
1. Successfully plan, implement, monitor and evaluate projects to meet performance deliverables and outcomes.
2. Supervise, evaluate and train assigned personnel.
3. Use a high degree of tact, diplomacy and discretion in dealing with sensitive and confidential alumni business owner situations and information, and problem resolution on behalf of the regional center.
4. Analyze, evaluate and resolve problems; analyze data and prepare reports.
5. Understand and interpret complex policies, procedures and regulations.

6. Maintain effective public relations with serviced communities and effective working relationships with clients, staff, and members of the general public from diverse socioeconomic backgrounds.

7. Develop, manage and monitor budgets, expenditures and program operations.

8. Operate a computer in standard business software.

9. Communicate clearly and effectively, orally and in writing with diverse populations.

10. Analyze business needs; organize workload and prioritize duties.

11. Maintain effective and cooperative working relationships with regional staff, national partners, other community college alumni managers, college personnel, external funding agencies, including the private sector grantor(s), and public funders.

12. Speak in public and make presentations to small and large groups.

13. Work independently.

14. Operate a personal computer including word processing, spreadsheets, relational database, client relationship management and financial systems at an intermediate and advanced level.

15. Work a flexible schedule, to include evenings and weekends.

16. Prepare clear, concise and comprehensive correspondence, reports and other written materials.

17. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

18. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.

19. Ability and experience in working with business owners that run businesses poised for growth.

20. Work with media on earned media opportunities for 10KSB alumni business owners.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited institution of higher education with a Bachelor’s degree in business, marketing, finance, or a closely related field; and a minimum of five years’ experience in the business sector managing projects or programs with a broad cross section of business industries including education, and working with or in a small business; or an equivalent combination of training and experience. Experience in economic development, small business assistance programs, information technology concepts for small business, and experience in small business financing preferred.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.
PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds. The employee must be able to perform travel throughout the Southern California Region service area and travel to in-state and out-of-state events and conferences as required. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

Mental Demands
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, staff, contractors, consultants, vendors and others encountered in the course of work.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in inside environmental conditions. The employee occasionally works with a video display terminal for prolonged periods. The noise level in the work environment is usually moderate. While performing the duties of this job, the employee is required to attend evening meetings and travel. May be required to work evenings or weekends.