CLASS SPECIFICATION
10,000 Small Businesses Associate Director

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

GENERAL PURPOSE
Under the direction of the 10,000 Small Businesses Regional Executive Director (Southern California Regional Center), provide leadership for the development, implementation, documentation and day to day operations of the Southern California Region, serving 10 counties in Southern California (10 counties consisting of Los Angeles, Orange, San Bernardino, Riverside, San Diego, Imperial, Santa Barbara, Ventura, San Luis Obispo, and Kern); manage 10,000 Small Businesses program at the Southern California Regional Center at Long Beach City College and sub-site(s), policies and procedures that complies with all 10,000 Small Businesses grant requirements, regulations, accreditation and audit standards; provide continuous process improvement to the Southern California Regional Center and sub-site(s) operations; develop, implement and deliver training as needed to Southern California Regional Center staff and sub-site(s); ensure quality control of the Southern California Regional Center operations and compliance with the grantor(s), and national curriculum partner; supervise and direct Southern California Regional staff as appropriate to delivery services and provide support to the Southern California region and meet Regional Center objectives and program compliance and objectives.

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. Plans, organizes, manages and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitoring of performance against budget in assigned areas; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve department and District goals, objectives and performance measures consistent with the District’s quality and service expectations.

2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District’s classified human resources policies and labor contract provisions.

3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service oriented work environment which supports achieving District objectives and service expectations;
provides leadership and participates in programs and activities that promote a positive employee relations environment.

4. Provides leadership in the Southern California Region Center, 10,000 Small Businesses program, operational and financial management:

10,000 Small Businesses Operations

- Develop and implement 10,000 Small Businesses operating plan, including an operation manual, and process procedures. Maintain and update a 10,000 Small Businesses Operations Manual, related documentation and provide training to Southern California Region Staff as necessary.

- Function as liaison with sub-site(s) staff in regard to LBCC grant policies, procedures, requirements and compliance issues.

- Create, direct and implement processes and systems for standardized delivery of business support services, program delivery, outreach, and recruitment, and alumni services for the Southern California Region.

- Ensure Southern California Region contracts and sub-recipient agreements are prepared in accordance with applicable grant guidelines.

- Disseminate changes in Southern California Region policies and procedures to region staff and sub-site(s) personnel.

- Ensure compliance with applicable Southern California Regional Center and LBCCD District policies and procedures; provide information to grantor(s) as necessary and appropriate.

- Direct, conduct and participate in regular on-site visits and reviews of sub-sites(s).

- Research, assess and develop program tools, business consulting processes, network business consultant hiring standards and other related program areas in support of the 10,000 Small Businesses program needs as appropriate.

- Assess, research, develop, coordinate, plan and deliver needed professional development and standardize business consulting training program for the 10,000 Small Businesses program.

- Manage training of business advisors; review business consultant resumes for basic qualifications requirements.

- Provide leadership for managing regional center and ongoing professional development program.

- Provide support and assist Regional Executive Director with Strategic Planning efforts for the program and implementation of objectives.
Monitor and ensure accurate usage of required data collection systems, develop and process appropriate documentation (forms, processes, reports, etc.) to ensure accuracy of system data and integrity.

Provide oversight and development of Annual National Training presented by national curriculum partner.

Develop cooperative working relationships and partnerships with local and national partners in the Southern California Region.

Evaluate 10,000 Small Businesses programs, develop innovative programs and implement new programs and/or changes to existing programs, as necessary.

Develop and implement process to share Best Practices within the region and with network of national partners, and 10,000 Small Businesses College sites across the country.

Provide direction to sub-site(s) staff in planning, coordinating, scheduling and delivery of 10,000 Small Businesses program and services, including but not limited to workshops, seminars, conferences, special events, advisory services, recruitment, alumni services, etc., targeted to small businesses, scholars, alumni, and partners, as appropriate.

Develop and implement a system to standardize the evaluation and monitoring of the quality of business support services, and programs delivered throughout the region.

Monitor and ensure timely and accurate region business support services, training and economic impact data are entered into the required data collection system.

Interpret, apply, communicate and implement pertinent laws and/or region policy and procedures, and/or other regulations, policies and procedures as appropriate.

Financial Management

Assist Regional Executive Director in planning and preparation of the Southern California Region and sub-site(s) budgets.

Work with division financial analyst on the audit and review process for the Southern California Regional Center and sub-site(s) invoices and payment.

Direct and monitor contract compliance and deliverables of sub-site(s) in the region.

Conduct follow-up activities regarding 10,000 Small Businesses quality and complete project evaluation reports; direct data analysis of region performance, including benchmarks and metrics.

Ensure preparation of reports for the Regional Executive Director as necessary; administer region operational systems and records to assure audit readiness.
• Assist Regional Executive Director with preparation and submission or required grantor(s) reports and data transmission; manage development and completion of grant applications and renewal proposals to meet required deadlines.

• Assist Regional Executive Director in identifying and developing regional funding sources to expand services and outreach in the Southern California region.

5. Assist Regional Executive Director in managing strategic planning process and provide support to sub-site(s) with strategic planning efforts for the region and implementation of objectives.

6. Provide leadership on SUGAR CRM, measurement and evaluation system, and interface with Webcats, and other systems. Management including configuration, data structure analysis, needs for training and troubleshooting; implementation and training on definitions; data management and reporting with sub-site(s); accountability, review goals-to-actuals, by month and ensure performance; impact analysis by scholars, alumni, college center and region; portfolio analysis; overseeing and completing annual economic impact surveys.

7. Participate and represent region with local and national partner activities (operations, data reporting, etc.).

8. Interface with local and national partners; participate in grantor(s) and local and national partner conference calls in absence of Regional Executive Director.

9. Direct and manage outreach and recruitment services to get applicants that meet the target criteria; provide oversight for the applicant selection process, and marketing program. Manage social media programs and campaigns.

10. Direct and manage the oversight of interned based systems to include: Southern California Region website, college websites, social media tools, techniques, and campaigns.

11. Participate in activities of other local economic development efforts, as feasible, appropriate, and directed.

12. Promote and market the Southern California 10,000 Small Businesses programs and services; make presentations to local and regional business and civic groups and organizations as directed.

13. Assist Regional Executive Director in legislative activities related to program and region.

14. Participate in activities related to small businesses, financial sources, small business organizations and resources, and small business technical assistance providers in order to build and support the Southern California Region Entrepreneur Ecosystem.

15. Direct and manage activities that provide opportunities for program sustainability.

OTHER DUTIES

1. Participates on District committees, as assigned.

2. Attends workshops, seminars, conferences and other program-related events as directed.
3. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:
1. Principles and practices of management, project management and supervision.
2. Principles and practices of employee training, and supervision.
3. 10KSB operations, goals and procedures.
4. Public and private sector grant-funded program procedures, processes and requirements.
5. Labor market conditions and emerging industry trends.
6. Quality control, continuous process improvement principles, and internal audit procedures.
8. Advanced personal computer operation, including general and specialized software packages/applications for word processing, spreadsheets, database management, financial systems management, process mapping, desktop publishing, and internet navigation.
10. Modern office management and operational practices and procedures.
11. Marketing concepts, principles, and techniques.
12. Public relations, branding, and marketing concepts and principles.
13. Oral and written communication skills, including correct English usage.
15. The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.
16. Data management and analysis concepts.

Ability to:
1. Supervise, evaluate and train assigned personnel.
2. Communicate effectively both orally and in writing.
3. Maintain effective and cooperative working relationships with region staff and sub-site(s) staff, other region and college personnel, external funding agencies, internal and external partners, and public and private funders.
4. Analyze business needs; organize workload and prioritize duties.
5. Compose reports, correspondence, and articles for publication; speak in public, make presentations to small and large groups.

6. Work independently and collaboratively with minimal supervision.

7. Maintain effective working relationships with clients, staff, and members of the general public from diverse socioeconomic backgrounds.

8. Operate a personal computer including word processing, spreadsheets, relational database and financial systems.

9. Analyze, evaluate and resolve problems.

10. Analyze, interpret and present data and prepare reports.

11. Follow oral and written directions.

12. Evaluate and resolve problems.


14. Actively monitor and manage large budgets of region and sub-site(s).

**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, finance, public administration, or a closely related field; and five years’ experience developing and implementing business processes, finance, systems, data management, operations and training, or an equivalent combination of training and experience. Experience with large scale project management, quality control and continuous process improvement processes and implementation is highly desirable. Experience in advising small business owners, working with business and economic development organizations. Knowledge of recruitment of small business owners for education programs and strong finance background is highly desirable.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**Physiological 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.