CLASS SPECIFICATION
Business Client Supervisor

FLSA Status: Exempt
EEOC Job Category: Officials and Administrators
Union Representation: Unrepresented

GENERAL PURPOSE
Under the direction of a designated College Advancement and Economic Development (CAED) Director this individual is responsible for a variety of coordination, support, and management of administrative activities for assigned projects and grants to deliver small businesses programs and services. Provides oversight and direction to program administrative staff, coordinates business advisors; oversees customer service function for clients; manages all workshop/training events and resolves client concerns and issues as necessary. Prepares all program reports, narratives and invoices per program requirements; monitors and tracks program budgets, performance and measurement of goals and objectives, and analyze data. Manages day-to-day program operations in coordination with program managers (if applicable), reviews and implements program policies and procedures to ensure compliance with program requirements communicates with all Stakeholders and Funding Partners and assists Director to improve and streamline operations and processes as necessary. Develops and coordinates meetings, trainings, and event schedules, customer service for projects/grants activities with projects/grants, including external communications with partners. Assists Director in special projects and other duties as assigned to ensure successful operations and management of program and service delivery.

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. Coordinate and interface with a wide spectrum of small business owners, including regular communications regarding project/grant information, activities, deadlines, requests, and invitations to special program events.

2. Responsible for being single point of contact for client intake; explains and presents procedures and services eligibility requirements to clients, and manages compliance of funder documentation requirements for service delivery.

3. Responsible for the preparation and submission of all reports to program funding agencies.

4. Ensures compliance with Privacy Act of 1974 and client confidentiality of client records/files per program requirements.

5. Responsible for providing highest level of customer service to clients, including referrals to training programs, business advisory services, and other partner programs relevant to small business owners.

6. Develops budget spreadsheets and is responsible for tracking and monitoring of budget, expenditures, and program income reconciliation and prepares regular invoices per project/grant and Fiscal
specifications/instructions, including interfacing with Fiscal Operations accounting staff to ensure accuracy of invoices.

7. Interprets and implements policies and procedures to ensure program operations and services are in compliance with funder and LBCCD program goals and objectives.

8. Develops, coordinates and oversees events, workshop/training schedule, and staff schedules.

9. Utilize and maintains multiple databases and reporting systems; generate reports and present in appropriate formats to Director. Oversees data-entry by staff and business advisors to ensure accuracy, produces statistical and narrative reports, and analyzing client reports to ensure performance and goals of the program are being met.

10. Conducts client research, needs assessments, and surveys as necessary to support program objectives for small business owners.

11. Represents LBCCD in a professional manner at community, business, and partner events, exhibits, and meetings related to small business and economic development. Manages all exhibitor obligations at all community and regional events.

12. Implements marketing, promotional and outreach activities for the assigned program, interface with media as directed or needed, including print, broadcast and web/online efforts.

13. Responsible for scanning media (print and electronic) to stay current with small business and economic development news.

14. Responsible for interfacing and coordinating program activities with all external program partners.

15. Interfacing with clients, community leaders, press and media as directed on behalf of the program while exercising tact, discretion and diplomacy and in dealing with sensitive and complex issues and situations, and escalates issues to Director as appropriate.

16. Provides general administrative confidential support such as preparing correspondences, responds to client emails/requests, prepares reports, PowerPoint presentations, developing budget spreadsheets and is responsible for inventory and equipment management for projects/grants.

17. Provides administrative and database support for delivery of alumni services and the recruitment outreach process as applicable to projects/grants.

OTHER DUTIES
1. Supports the Director as required to deliver a high quality and effective project.

2. Performs other duties as assigned by Director.

QUALIFICATIONS

Knowledge of:

1. General business management and systems organization, particularly as applied to small businesses.
2. Intermediate to advanced web research and information retrieval methods.
3. Public speaking and presentation skills with varied audiences.
4. Customer service concepts and skills, including telephone etiquette.
5. Intermediate to advanced computer applications usage including computer office applications, such as Word, Outlook, Power Point, Excel, Publisher and Visio.
6. Correct English usage, grammar, spelling, punctuation and vocabulary.
7. Office and records management practices and procedures.
8. Principles and practices of sound business communication.
9. Principles and practices of effective supervision, including working professionals and subject matter experts.

**Ability to:**

1. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
2. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
3. Manage programs and provide leadership in a professional office environment
4. Develop, support and supervise projects with the public and private sectors.
5. Maintain complete, comprehensive records and files, with high level of attention to detail.
7. Communicate clearly and effectively, orally and in writing with diverse populations.
8. Work a flexible schedule, to include evenings and weekends.
9. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
10. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
11. Exercises tact, discretion and diplomacy in dealing with sensitive and complex issues and situations when interfacing with clients, community leaders, press and media.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is a Bachelor’s degree in business, marketing or a closely related field; and two years of increasingly responsible office support, operations, and management experience, in a professional business environment; or an equivalent combination of training and experience. Experience in working with small business and bilingual (Spanish) 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 sit; talk and hear, both in person and by telephone; use hands to finger, handle and feel or operate computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the 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.

The employee works under typical office conditions, and the noise level is usually quiet.

Revised: November 19, 2012