CLASS SPECIFICATION
Environmental Programs Manager

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

GENERAL PURPOSE
Under the direction of the SBDC Regional Director or designee in the Office of Economic and Resource Development, the program manager administers and implements activity related to specific small business and economic development grants and special projects associated with clean energy and sustainability, and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Environmental Programs Manager is responsible for the administration and implementation grant initiative programs and services to provide technical and specialized information and direct services to program clients on a wide array of matters related to environmental and clean energy and sustainability.

The incumbent provides administrative and technical management and coordination on program activities as well as technical assistance (advising). Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

Environmental Programs Manager is distinguished from other professional District classes in that an incumbent in the former class is responsible for managing and administering District-wide clean energy programs and services but with a focus on small business needs and issues.

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, coordinates, oversees, administers, integrates, implements and evaluates environment training and services, manages grant initiative programs and services targeted for small businesses; interprets and applies current, detailed knowledge of program-specific federal, state and local laws and regulations, grant and program guidelines/requirements and District policies and procedures to carry out program management duties; develop and establish a comprehensive environmental specialty program for the SBDC network to address needs of small businesses; contributes to the development of and monitors performance against annual program goals and assigned budgets, including the review and monitoring of program expenditures to grant funding and program requirements; participates in developing, implementing and evaluating services programs, plans, processes, systems and procedures to achieve program and District goals, objectives and performance measures consistent with the SBDC and District’s quality and service expectations; participates in coordinating and integrating program functions and responsibilities to achieve optimal efficiency and effectiveness; works with Lead Center to recruit, select, provide project scope and deliverables and
monitors performance of independent consultants/trainers and student workers involved in carrying out program activities and monitor client progress and milestones; develops and recommends annual program/service calendar.

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 programs and service for small businesses and a work environment which supports achieving programs’ and District objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee and client relations environment.

4. Develops, coordinates and conducts program outreach client recruitment plans and promotional activities; makes formal and informal presentations to local small business community and associations; participates in development of outreach plan, produces and distributes program marketing materials, including ads and brochures.

5. Supervises and provides direct technical training/consultation services to program clients; assesses and identifies Small Business Development Center client service/informational needs and recommends training seminar/workshops or direct service to clients, and additions/modifications to program, in compliance with grant and District requirements; conducts assigned workshops or provides direct consultation to clients, as appropriate; responds to and addresses client issues and needs with training/services. Provides one-on-one business advising to SBDC clients in the areas of clean energy, sustainability, and related areas.

6. Serves as Program representative/expert resource with a variety of internal and external contacts; coordinates and communicates with multiple local, state and federal agency contacts regarding program/grant requirements; coordinates, administers and supervises collaborative initiatives/programs on a local or state-wide basis (e.g. other SBDC Network); plans, organizes and conducts advisory board and other special meetings.

7. Prepares, updates and maintains assigned reports, data and project information for grant reporting purposes.

OTHER DUTIES

Attends community events, workshops, seminars, conferences and other program-related events, as directed.
QUALIFICATIONS

Knowledge of:

1. Environmental issues (alternative fuels, green building, water conservation, energy audit/efficiency, solar, etc), including labor market conditions and emerging industry trends, specific to small businesses, relevant certification requirements and business and industry contacts.

2. Principles and practices of project management and implementation.

3. Principles and practices of employee training, supervision and subcontract management.

4. Small business principles and practices and operations; diverse small business sectors and needs.

5. Modern office management and operational practices and procedures.

6. Principles of successful grant writing to include grant sources, research, and grant development through concise and clear writing skills.

7. Federal, state and local laws, regulations and court decisions applicable to programs and areas of responsibility, including grant-funding regulations.

8. Training models, principles, theories, methods and techniques successful in providing services to client groups.


10. Grant reporting requirements and participant tracking related to required performance outcomes.

11. Administrative practices and procedures, including record keeping and filing practices and procedures.

12. Standard business software, including word processing, data base and spreadsheet programs.

13. Principles and practices of sound business communication.

14. Principles and practices on consultant contract administration and staff supervision.

15. Consultative, coaching, and motivational principles in working with clients and staff.

16. Computers and technology applicable to office environment and for research and compilation of industry reports.

17. Small Business focused marketing concepts, principles, and techniques.

18. Public relations concepts and principles


20. Interview techniques, screening and business assessments.

21. Oral and written communication skills, including correct English usage.
22. Labor market conditions and emerging industry trends.

23. Principles of successful management, operational and fiscal accountability, including budgets and grant management, program operations and compliance.

24. The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.

Ability to:

1. Speak in public and make presentations to small and large groups; make effective oral presentations to a variety of audiences with differing levels of knowledge regarding SBDC and program matters.

2. Communicate clearly and effectively, both orally and in writing.

3. Interpret, apply, explain and reach sound decisions in accordance with Federal, state and local laws and regulations related to Program administration, implementation and funding and District policies and procedures.

4. Exercise sound, independent judgment within general policy guidelines.

5. Operate a personal computer including word processing, spreadsheets, relational database and financial systems at an intermediate or advanced level, and other standard office equipment.

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

7. Establish and maintain effective working relationships with District management, administrators and staff; diverse community, business and industry contacts and clients; collaborative partner contacts; independent program consultant/trainers; the public and others encountered in the course of work.

8. Successfully plan, implement, monitor and evaluate projects to meet performance deliverables and outcomes.

9. Supervise, evaluate and train assigned personnel.

10. Use a high degree of tact, diplomacy and discretion in dealing with sensitive and confidential client situations and information, and problem resolution on behalf of the Lead Center.

11. Analyze, evaluate and resolve problems; analyze data and prepare reports.

12. Understand and interpret complex policies, procedures and regulations.

13. Follow oral and written directions.

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

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

16. Communicate effectively both orally and in writing.
17. Analyze business needs; organize workload and prioritize duties.

18. Compose complex reports, correspondence, and operational documents.

19. Maintain effective and cooperative working relationships with SBDC Regional Director, Lead Center staff, other SBDC service centers, college personnel, external funding agencies, including the SBA, State agencies, and private funders.

20. Work independently.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a bachelor’s degree in business or a related field; and minimum of three years of progressively responsible program administration in an environmental training and service area, small business assistance programs, or an equivalent combination of training and experience.

**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 or hear, both in person and by telephone; use hands to finger, handle and feel 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; observe and interpret peoples and situations; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, administrators and staff; diverse community, business and industry contacts and clients; independent program consultant/trainers; collaborative partner contacts and the public.
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: May 9, 2011