CLASS SPECIFICATION

10,000 Small Businesses Program Manager

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

GENERAL PURPOSE

Under the direction of the Executive Director, or his/her designee, manage and supervise daily administrative operations for the Southern California Regional Center for the 10000 Small Businesses (10KSB) Program, office coordination, program staff, and activities related to 10KSB program, and interface between the District and other College Advancement and Economic Development (CAED) programs. Other duties also include special projects related to CAED division; provide information and interpret 10KSB program policies and procedures for staff and the public; responsible for 10KSB program management duties and provide program support and manage services for the program; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Program Manager manages daily administrative operations, office coordination and supervision of daily program needs for the 10KSB program in CAED. Authority to make commitments and take responsibility for such decisions as well as delegation of the more standard administrative duties, characterize this level of program support staff. This class requires a substantial amount of tact, independence, judgment, problem solving, and initiative. Incumbents in the Program Manager class perform duties and responsibility very similar to the Program/Project Managers in CAED overseeing an assigned program area (e.g. International Trade) and more involved with staff supervision, and direct program management.

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. Assist Executive Director in managing daily administrative operations of the GS 10KSB program, including overseeing the following program functions: Outreach and recruitment tracking and reporting, logistics for application screening process, and selection, program logistics and preparation, program delivery, scholar services, measurement and evaluation data, and program related events such as clinics, alumni meetings, graduation, and partner meetings.

2. Oversee and manage activities related to office technology, customer relationship management system, and interface with college and external technology systems.

3. Oversee and manage measurement and evaluation process and plan per program evaluation and coordinate with program partners to ensure appropriate collection of program data. Analyze data to assist with local program improvement.
4. Track and monitor program budget through providing financial analysis and support of finance and contracts function to ensure program monitoring of costs and reporting. Provide financial analysis for budget planning process.

5. Plans, organizes, controls, and manages the work of assigned staff; participates in establishing operational plans and initiatives to meet program requirements and objectives; implements program activities, processes, procedures and policies required to achieve overall program results; coordinates and integrates functions and responsibilities to achieve optimal efficiency and effectiveness for delivery of the program.

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

7. Provides leadership and works with staff to develop and maintain a high performance, customer service-oriented work environment that supports achieving the program’s and District’s mission, strategic goals and core values.

8. Plan, organize and supervise assigned employees’ tasks for maximum effectiveness and productivity; provide technical direction and guidance; assign work to facilitate the continuous work flow of the program; ensure adequate coverage and timely work flow; ensure adequate program/office staffing adjusting for absences; screen interview and recommend the hiring of prospective students and student interns.

9. Perform a wide variety of difficult and complex project and operational duties requiring careful coordination and interface with program partners, while relieving the executive director of routine project and operational details. Discuss and review calendar, meetings, trainings, and special events regularly with administrator to assure timely and appropriate coordination and delivery of program activities.

10. Oversee arrangements for all program meetings, training class schedules, meetings, events, and conferences, including travel arrangement for required program training.

11. Serve as liaison between the executive director, management, other staff, and the general public, business and industry, program partners, and other outside sources to resolve problems. Schedule and coordinate meetings and events, convey information, schedule installation, maintenance and repair of equipment, and handle program matters related to facilitating the delivery of a professional program operation.

12. Promote and maintain effective communication, positive working relationships and good public relations with all levels of contacts. Exercise considerable judgment in the answering of inquiries and directing people to proper person or CAED department for inquiries and resolution of issues.

13. Support special projects; perform special studies and coordinate special projects as requested; prepare special reports and other materials as directed. Conduct research and compile data and other information.
14. Operate microcomputer and computer software including word processing, spreadsheet, and database programs to prepare a variety of correspondence, memoranda, reports and other materials.

15. Establish and maintain complex, interrelated filing systems; maintain payroll and records for staff; maintain special confidential correspondence, personnel and administrative files. Coordinate and facilitate matters related to Human Resource for the division/department as directed.

16. Interface with program faculty to ensure smooth program delivery, interface with scholars, provide information and/or refer to appropriate staff member; resolve complaints and sensitive issues with staff and the public. Oversee logistics of program delivery including room reservations; necessary equipment, facilities support, etc.

17. At times, may serve as a representative for the Executive Director, for internal and external meetings.

18. Assist Executive Director with grant writing and proposals for resources and partnerships.

19. Interface with Human Resources and Contracts in preparing administrative forms and reports.

20. Interface with College departments and vendors in maintaining website.

21. Establish and maintain program social media tools, campaigns, and presence.

22. Interface with LBCC Communications and grantor(s) in providing oversight of program communications plan and work with the media.

QUALIFICATIONS

Knowledge of:

1. Project management practices and procedures and general office management.

2. Small Business accounting/financials, operations and management.


4. Special events planning and management practices.

5. Small business issues, needs, and program delivery formats suitable to the small business community.


7. District organization, operations, policies and objectives.

8. Advance uses of word processing, graphics, spreadsheet, database and other software to create documents and materials requiring the interpretation and manipulation of data.

9. Record keeping techniques.

10. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

11. Principles and practices of administration, supervision, customer service, and training.
12. General human resources policies and procedures and labor contract provisions.
13. Data collection, management and analysis for reporting and program improvement.
14. Proposal and Grant writing techniques and practices.
15. Communications methods for working with the media and utilizing social media in reaching a wide audience.

**Ability to:**
1. Plan, organize and manage detailed program activities to meet deadlines and meet program delivery requirements.
2. Interface with community, business and industry and a wide spectrum of organizations and partners relevant to the program.
3. Analyze situations accurately and adopt an effective course of action.
4. Apply specific rules, policies, and procedures of the specific office or program to which assigned.
5. Communicate effectively both orally and in writing.
6. Deal with constant interruptions.
7. Establish and maintain effective working relationships with others at all levels.
8. Use a high degree of tact, diplomacy and discretion in dealing with sensitive and confidential situations and information, and problem resolution on behalf of program and department.
9. Interpret and apply laws, rules, policies and procedures relating to the work of the department.
10. Prepare and maintain complex records and interrelated files.
11. Meets schedules and time lines.
12. Operate a microcomputer and business related software involving word processing, spreadsheets, databases, imaging, and desktop publishing.
13. Operate a variety of standard office equipment.
14. Plan, organize and supervise work.
15. Train, supervise, evaluate, and provide work direction and guidance to others.
16. Understand and follow oral and written directions.
17. Work confidentially with discretion.
18. Work with social media tools and communications campaigns.
19. Prepare and monitor financial report, budgets, and grant documentation for reporting to grantor(s).
20. Work a flexible schedule, to include evenings and weekends.
Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a bachelor’s degree in business, public administration, finance, liberal arts or related field and five years of progressively responsible program management experience, including project budget management, office management, technology, communications, and supervisory experience and a minimum of three years of experience directly interfacing with the small business community; 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 and lift up to 25 pounds.

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, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical skills; perform highly detailed work under changing, intensive deadlines on multiple, concurrent tasks; work with constant interruptions, and interact with District management, faculty, administrators, staff, representatives of external agencies 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: April 7, 2014