CLASS SPECIFICATION
Small Business Development Center (SBDC) Program Assistant

FLSA Status: Nonexempt
EEOC Job Category: Office & Clerical
Union Representation: Represented

GENERAL PURPOSE
Under the supervision of the SBDC Operations Manager or designated supervisor, performs a wide variety of technical and clerical office support and records management duties in support of the SBDC Lead Center; assist with ERD or SBDC Network events; interface with the general public, business community, and public officials; assist with dissemination of appropriate program information to visitors, clients, and general public; support general fiscal and grant accounting duties; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
SBDC Program Assistant is responsible for independently performing office clerical support functions requiring general knowledge of the department or program policies and procedures, and dealing with the general public in a professional manner. Assigned work requires the use of sound judgment in selecting appropriate procedures and solving routine to non-routine problems based on knowledge gained through experience.

SBDC Program Assistant is distinguishable from the SBDC Senior Program Assistant in that individuals in this category are expected to have a high level of communication with and understanding of the small business community but do not plan or coordinate events on a regular basis, but rather assist with such activities as needed in representing the SBDC. A flexible schedule may be necessary for this position as many SBDC events take place in the evenings and on weekends, and this position may be called upon to assist with events as needed. This position’s primary focus is on interfacing with the public via telephone, in person or at events, and provide general office operations support to the Lead Center.

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. Perform a wide range of clerical tasks in support of ERD or SBDC Network events, assisting with setting up information display tables and booths for conferences/workshops, and staffing the display to interface with and communicate with the event attendees as needed.

2. Answers, screens and routes telephone calls to appropriate SBDC within the Los Angeles Regional SBDC Network; takes and distributes messages; greets and directs visitors to the appropriate office or staff member; responds to requests for information, questions and complaints and refers questions and complaints to appropriate staff when necessary.

3. Assist with researching and obtaining quotes online or making calls to vendors for general information needed for a variety of ERD/SBDC events and related activities.
4. Assist with District fiscal and accounting systems and tracking of expenditures, logs, and other related fiscal activities for reporting purposes.

5. Perform clerical support functions within the SBDC Lead Center as directed, including assisting with calendar management, setting up meetings, and activities related to travel arrangements.

6. Maintain various SBDC forms, records, files, databases, spreadsheets and specialized mailing lists or related grant programs.

7. Assist with maintaining inventory of ERD/SBDC marketing and related materials, and assembling packets of materials.

8. Maintain accurate recordkeeping systems; maintain fiscal logs, supplies inventory, and SBDC activity records and files; enters and updates client data; generates reports; collects, verifies accuracy and compiles data from a variety of projects as directed;

9. Schedule, coordinate meetings, workshops, events and conferences; prepares sign-in sheets, agendas and notices from written or oral instructions; manages and updates events calendars, room reservations, assisting with refreshments and catering set-up and tear down; attend and support events and meetings as directed.

10. Other duties as assigned.

OTHER DUTIES
1. May schedule, provide training and work direction to student workers and temporary staff.

QUALIFICATIONS

Knowledge of:
1. Mission, objectives and goals of the Small Business Development Center, including familiarity with SBA program guidelines and requirements.

2. Small business operations.

3. Principles and practices of excellent customer service.

4. Events logistics, including conferences and workshops set-up and delivery arrangements.

5. Project management practices and procedures.

6. Marketing and outreach events scheduling, and related activities.

7. Working with government agencies, legislators and staff, community based organizations, and non-profits that work with or on behalf of the small business community and how to interface with them appropriately.

8. Intermediate knowledge of standard business computer software, including word processing, data base and spreadsheet programs to access and enter data accurately and to develop basic documents and update assigned records, reports and other documents, and web content management systems.
9. Principles and practices of business communication; correct English usage, including spelling, grammar and punctuation.

10. Research methodologies and information gathering methods, including use of the internet for such purposes.

11. District organization, operations, policies and objectives.

12. Office filing systems, management and record keeping practices and procedures, and office management practices and procedures.

**Ability to:**

1. Communicate in a professional manner to business and community - small business owners, vendors, and partners from chambers of commerce and other economic development organizations.

2. Speak with small business owners across a variety of industries.

3. Understand, interpret and respond to internal and external customer needs and expectations.

4. Maintain financial data and logs as directed.

5. Prepare clear, concise and accurate memoranda, documents, records and other written materials.

6. Assist with calendar management and schedules for office staff; assist with travel arrangements, room reservations and special events.

7. Multi-task, meet schedules and time lines and deliver quality work on time. Organize, set priorities and exercise sound judgment within areas of responsibility, especially in interaction with the public.

8. Prepare and maintain records and interrelated files, organize and maintain office, client and project files.

9. Communicate effectively both orally and in writing with diverse populations, and compose correspondence from brief instructions.

10. Understand and follow written and oral instructions.

11. Establish and maintain effective working relationships with staff at all levels, faculty, students, general public, small business communities, public officials, clients and others encountered in the course of work.

12. Handle high-volume of inbound phone calls and interface with the public, provide a high-level of customer service via phone and in-person.

13. Interface appropriately with small business owners, sponsors, vendors, government officials from a variety of industries, ethnicities, and socioeconomic backgrounds.
14. Exercise sound judgment and initiative within established guidelines, and use a high degree of tact and diplomacy in dealing with difficult and sensitive people, issues and situations and maintain confidentiality of client information, and discretion in dealing with sensitive and confidential situations and information, and problem resolution on behalf of division/department, or escalating issues as appropriate.

15. Operate a computer at the intermediate level utilizing Microsoft Office 2010 (excel, word, PowerPoint, Outlook), and other standard business software. Operate other standard office equipment.

16. Type accurately at a net speed of 45 wpm.

**Education, Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and two years of increasingly responsible office administrative experience; or an equivalent combination of training and experience. Experience working in a small business environment or on behalf of small business is highly desired. Bilingual in Spanish is preferred.

**Licenses; Certificates; Special Requirements:**
None.

**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, employees are regularly required to sit; talk or hear, in person or by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms; Employees are frequently required to walk and stand; and lift up to 10 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 understand documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; learn and apply new information and skills; perform detailed work with frequent interruptions; work under deadlines; and interact with College management, administrators, staff, students, the public 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.

Employees work under typical office conditions, and the noise level is usually quiet. Employees may work in an office in which there is a significant volume of telephone and visitor interaction and the noise level is moderate.