CLASS SPECIFICATION
SBDC Program Coordinator

FLSA Status: Nonexempt
EEOC Job Category: Paraprofessionals
Union Representation: Represented

GENERAL PURPOSE
Under supervision of the Small Business Development Center (SBDC) Regional Director for the SBDC Lead Center within the Office of Economic and Resource Development, performs project coordination, interfaces with business community, legislative offices, senior executives, assists with the planning and coordination of network operations, events coordination and other network business-related activities; performs administrative support, responsible for administrative duties and provide administrative support and manage services for the lead center; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
The SBDC Program Coordinator for the Lead Center supports the administrative functions related to the entire network covering three counties – Los Angeles, Ventura and Santa Barbara counties. The position interfaces with small business owners, corporate executives, community and economic development leaders, SBDC Business Advisors, and community college leadership. The SBDC Program Coordinator provides administrative support for the SBDC Lead Center, takes initiative and uses sound judgment in selecting appropriate work methods while managing multiple self-directed projects with varying degrees of difficulty and deadlines that require experience with working with both public and private organizations. The position also requires the ability to coordinate multiple pieces of large and complex projects, relating to the small business community. The position requires the ability to handle a wide variety of duties and coordinating functions, including event coordination, research, managing reporting, outreach events, and a flexible schedule to include evenings and weekends. The position also requires the ability to analyze network program related data, manage vendor relationships, and support community relations and marketing activities.

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 manage multiple projects for the Lead Center relating to events, marketing, office workflow, assist with the maintenance of SBDC website content and special projects as assigned; provide basic assessment of the readiness for small business owners to become SBDC clients.

2. Assist with the coordination and organization of community, business and training events with an emphasis on attracting small business owners as attendees; perform community and business outreach via phone, in-person meetings, represent the College at public community and business events/forums...
as directed; staff or represent the SBDC Lead Center and the District at various community and business-oriented events with varying schedules to include evenings and weekends.

3. Coordinate and assist with marketing projects that outreach to the small business community as well as to economic development and business organizations; coordinate and assist in developing relationships with vendors in the areas of community/public relations, marketing, advertising and other related entities; serve as point-of-contact at SBDC hosted events and seminars.

4. Coordinate, track, and support functions related to accounting, budgets and contracts; provide research and analysis on assigned tasks; gather information from a variety of sources and prepare reports as appropriate; assist with Lead Center program evaluation, accreditation and review activities by scheduling program and financial reviews performed by the Lead Center of the network, SBA, and other related activities.

5. Provide administrative support to SBDC Regional Director and SBDC management team; schedule meetings, manage and maintain multiple complex calendars, organize and make travel arrangements, and other administrative support functions to assist with delivery of the SBDC program; act as back up as needed to assist with appointment scheduling and confirmation for SBDC clients, schedules client and advisor meetings and interface with inquiries and requests from the small business community.

6. Manage and review timesheets of business advisors, student interns, and other Lead Center staff; coordinate and manage the operations of the Lead Center to include office schedules, office hours, and office supplies; coordinate and manage technology needs of the program and office and interface with appropriate LBCCD departments.

7. Coordinate, manage and track equipment inventory and supplies of Lead Center according to grant requirements and responsible for producing quarterly reports and interface with the SBDC Financial Analyst to ensure appropriate allocation and use of grant equipment.

8. Work with the funding authority on grant compliance and administration; assist with ensuring deliverables relating to SBDC are implemented in an efficient and timely manner.

9. Train and manage student assistants and provide work direction to other clerical personnel as assigned.

OTHER DUTIES

None.

QUALIFICATIONS

Knowledge of:

1. Mission, objectives and goals of the Small Business Development Center.

2. Small business environment and operations.

3. Project management practices and procedures.
4. SBDC/SBA and small business legal requirements.
5. Office management practices and procedures.
6. Events planning, coordination and vendor management.
7. Marketing and outreach events scheduling, coordination, vendor management and related activities.
8. Research methodologies and data analysis techniques to assist in report development.
9. District organization, operations, policies and objectives.
10. Intermediate to advanced knowledge of computer hardware, networks, standard business software, including word processing, data base and spreadsheet programs to access and enter data accurately and to develop assigned records, reports and other documents, and web content management systems, or have a demonstrated high aptitude for technology usage and learning hands-on use.
11. Record keeping techniques.
12. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.

**Ability to:**

1. Develop business and community relationships with 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. Manage operations of large-scale projects.
4. Manage calendars and schedules for senior executives; make travel arrangements; coordinate room reservations and special events.
5. Manage correspondence for senior management.
6. Prepare and maintain complex records and interrelated files.
7. Meets schedules and time lines and deliver quality work on time.
8. Understand, interpret, explain and apply program contracts, laws, regulations and policies applicable to assigned program responsibilities.
9. Understand, interpret and respond to internal and external customer needs and expectations.
10. Understand and interpret SBDC/SBA and small business legal requirements.
11. Prepare clear, concise and comprehensive reports, correspondence and other documents.
12. Communicate effectively orally and in writing to both internal and external program participants.
13. Exercise sound, independent judgment and initiative within established guidelines.

14. Exercise 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.

15. Establish and maintain effective working relationships with District management, administrators, staff, faculty, students, outside employer-partners; representatives of other agencies, the public and others encountered in the course of work.

16. Operate a computer using word processing, database and other business software as well as standard office equipment.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is Bachelor’s degree in business, marketing, finance or other related fields; and a minimum of two years of experience with administrative support, community relations, small business operations and a minimum of two years experience in office and project management, event planning or in a position with similar responsibilities and duties; or an equivalent combination of training and experience.

Ability to speak, read and write in Spanish and a familiarity with the Hispanic small business community is 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 or hear both in person and by telephone; and use hands to finger, handle and feel computers and standard business equipment. 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 job, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret people and situations; perform work on multiple concurrent tasks with constant interruptions, and interact with
participant/students, outside agency contacts; off-site employer representatives; District management, staff, 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.

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