CLASSIFICATION
Small Business Development Center (SBDC) Regional Director

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

GENERAL PURPOSE
Under the direction of the Vice President of Economic and Resource Development, provide leadership and oversight for the development, implementation, operations of the Los Angeles Regional Small Business Development Center (SBDC) Network, serving Los Angeles, Ventura, Santa Barbara counties; develop partnerships, plan and develop SBDC Network and Lead Center programs; develop sound policies and guidelines for the Network that comply with all SBDC and federal laws, regulations, requirements, accreditation and audit standards; maintains Network’s full accreditation status; lead growth and development of a quality SBDC program, based on program excellence that leads to national prominence and visibility for the Network; best practices while maintaining full compliance with Small Business Administration/OSBDC policies and requirements and ASBDC accreditation requirements; supervise and direct SBDC Lead Center staff as appropriate to deliver services and support to the Network and meet Lead Center objectives and strategic plan.

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, organizes, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve assigned goals and objectives; provide leadership to development of and monitoring of performance against budget for the entire network and related programs; develops, implement, and evaluate work programs, plans, processes, systems and procedures to achieve network program, department, and District goals, objectives and performance measures consistent with the District’s quality and service expectations.

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 incentives and compensation as appropriate to recognize performance - including network partners; 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, as well as subcontract requirements.

3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service oriented work environment which supports achieving SBDC and District objectives and
service expectations; provides leadership and participates in programs and activities that promote a positive employee team and work environment.

4. Directs and monitors the program activities and financial affairs of the Los Angeles Region SBDC Network to deliver effective services to the small business community. Provides overall management of a multifaceted business and economic development program in the Los Angeles, Ventura and Santa Barbara counties, including directing, coordinating and managing the human, administrative, contract and subcontract resources to operate the program.

5. Establishes partners that can play a significant role working in tandem with the network, to meet the needs of the small business community. Secures funding and administers contracts from State and Federal funding partners, private foundations, corporate sponsorships and other appropriate partners; ensure compliance with federal and state funding regulations.

6. Prepares for and maintains ASBDC accreditation per program requirements; oversees and manages all SBA, grant and District reporting requirements; monitors sub-recipients and satellite offices for their compliance; develops and oversees implementation of Network’s professional development plan.

7. Responsible for developing and directing staff in managing SBDC performance benchmarks and standards; monitor and analyze network performance to increase network productivity and efficiency to translate performance findings into priorities for strategic planning, network operational policy development, improvement and innovation; and integration of performance and budget.

8. Develop a collaborative working relationship with CA SBDC Regional Leads, state agencies, Chancellor’s Office Economic and Workforce Development programs, legislators, and other relevant government agencies; public and private entities; interface, collaborate and partner internally with ERD and LBCCD; actively manage and motivate network SBDC directors, host institutions and representatives for planning, communication and to maintain effective performance, contract compliance and working partnerships.

9. Align to the extent possible with ERD Strategic Plan and college initiatives.

OTHER DUTIES
1. Participates on District committees, as assigned
2. Attends workshops, seminars, conferences and other program-related events as directed.
3. Assist Vice President on special projects.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of management, project management and supervision.
2. Principles and practices of employee hiring, training, motivation, and supervision.
3. SBDC operations, goals and procedures.
4. Public sector grant-funded program procedures, processes and requirements.
5. Resource and partnership development.
6. Regional economic conditions and business and industry trends.
7. Participatory governance and ability to build consensus, resolve difficult issues, and foster a collaborative team environment.
8. Project management, business processes and analysis, systems and data flows, and use of appropriate technology in the business environment.
9. Advanced personal computer operation, including general and specialized software packages/applications for word processing, spreadsheets, database management, financial systems management, process mapping, desktop publishing, and internet navigation.
10. Labor market conditions and emerging industry trends.
11. Quality control, continuous process improvement principles, and internal audit procedures.
14. Marketing concepts, principles, and techniques.
15. Public relations concepts and principles.
16. Oral and written communication skills, including correct English usage.
17. Principles of successful management, operational and fiscal accountability.
18. The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.

**Ability to:**

1. Supervise, evaluate and train a team of assigned personnel.
2. Lead and motivate staff to achieve goals, performance and objectives.
3. Lead and maintain effective and cooperative working relationships with Directors in the SBDC Network, other SBDC networks and college personnel, external funding agencies, including the SBA, federal and State Agencies, private funders and key stakeholders.
4. Analyze business needs; organize workload and prioritize duties and activities.
5. Communicate effectively both orally and in writing.
6. Manage federal programs, specifically SBA funded programs, or related grants.
7. Manage a large program budget ($2 million or larger).

8. Deal effectively with legislators and legislation issues related to Network and programs.

9. Operate with complex regulations, policies, requirements and bureaucracy.

10. Work effectively and cooperatively with diverse constituencies within a participatory governance environment.

11. Compose reports, correspondence, and articles for publication; speak in public, make presentations to small and large groups, and interface with press as needed on behalf of District and program.

12. Proficient operation of a personal computer including word processing, spreadsheets, relational database and financial systems.

13. Analyze, evaluate and problem solve simple and complex matters in a timely manner.

14. Analyze, interpret and present data and prepare reports.

15. Maintain effective public relations with serviced communities.

16. Manage large public budgets and records.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities above is graduation from an accredited college or university with a bachelor’s degree in business, public administration, political science, economic development, or a related field; and seven years experience in program management or leadership experience reasonably related to managing large complex projects, budgets, personnel, involving business and data systems, including a minimum of three years in an executive leadership level or an equivalent and relevant combination of training and experience. Evidence of sensitivity to and understanding of the diverse small business community needs, regional economic drivers and indicators, diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college environment.

Master’s degree in a related field is highly desirable.

**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 talk or hear. The employee frequently is required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds. The employee must be able to perform travel throughout the LB SBDC service area and travel to in-state and out-of-state events and conferences as required. Specific vision abilities required by this job include close vision, color vision, and 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.

While performing the duties of this job, the employee frequently works in inside environmental conditions. The employee occasionally works with a video display terminal for prolonged periods. The noise level in the work environment is usually moderate. While performing the duties of this job, the employee is required to attend evening meetings and travel. May be required to work evenings or weekends.