CLASS SPECIFICATION
SBDC Special Projects Manager

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

GENERAL PURPOSE
Under the direction of the SBDC Regional Director (SBDC Lead Center), develop and implement special project activities related to the Los Angeles Regional SBDC Network serving the counties of Los Angeles, Ventura and Santa Barbara. Responsible for managing network-wide special projects to increase network performance, develop and implement special projects assigned to ensure successful operations of the network through building community and business partnerships and collaborations; manage team of specialty business advisors and performance deliverables and outcomes, represent the SBDC Lead Center/Network; represent LBCC and SBDC in regional committees, working groups, taskforces, etc. focused on economic development activities; and interface with Federal, State, and local governmental economic development agencies to promote and facilitate regional business creation, retention, and expansion in the assigned project areas.

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. Create and implement an operating project and implementation plan for assigned projects including federal earmarks, supplemental funding, technology, and other specialty programs undertaken by the Network.

2. Manage a select team of business advisors assigned to special projects (e.g. Capital Access Team) and ensure deliverables and outcomes are being met.

3. Plan, develop, prepare and monitor special projects budgets, compile, write and submit timely narrative and quantitative reports per project funding guidelines and meet deadlines of all internal and external reporting requirements.

4. Conduct client follow-up activities and complete project evaluation reports, and collect data to provide economic impact narratives. Prepare reports for the Regional Director as necessary; administer Network client records; assist with Network operational systems and records to assure audit and accreditation readiness as requested.

5. Determine the needs of the special project partners, local community, ensuring these needs are met and measuring the impact of the project services, deliverables and outcomes.
6. Conduct recruitment of SBDC business advisors. Review, screen and recommend hiring, monitor and evaluate business advisors performance deliverables and outcomes, and manage business advisors contracts as appropriate. Oversee and maintain quality of services and programs provided to SBDC clients.

7. Develop cooperative working relationships and partnerships with Lead Center staff and the other Directors and staff in the SBDC Network – Los Angeles, Ventura, and Santa Barbara; manage, coordinate and oversee SBDC service delivery to satellite and outreach locations as appropriate.

8. Assure all special projects are in compliance with applicable SBA/SBDC guidelines and regulations.

9. Evaluate special projects; develop innovative services and implement new programs/services and/or change to existing programs or services as necessary.

10. Participate in activities of other local economic development efforts, as feasible and appropriate, such as red teams, regional economic development committees, working groups and ensure LBCC and SBDC Network interests are being represented.

11. Consult and collaborate with academic and professionals at institutions of higher education; area assistance providers; legislative offices, and local, regional and state governments to identify and provide business technical assistance as needed.

12. Promote and market SBDC programs and services regionally; make presentations to local and regional business and civic groups and organizations as appropriate.

13. Plan, develop, coordinate, schedule and supervise delivery of programs and services sponsored by or provided directly by the Lead Center, including but not limited to specialty workshops, seminars, conferences, special events, etc. targeted to small businesses.

14. Facilitate creation of systems and sites for delivery of special projects business advising services and seminars.

15. Maintain network of resource business assistance organizations, business professionals, and economic development agencies, including local business leaders, business organization, Chambers of Commerce, community leaders and other economic development agencies to promote business development and entrepreneurship on behalf of the Network.

16. Assign, supervise, coordinate, evaluate and monitor work performed by Special Projects staff, including partner organizations and collaborative/consortia.

17. Interpret, apply, communicate, and implement pertinent laws and/or SBDC Network policy and procedures, and/or external agency business and/or other regulations, policies, and procedures as appropriate.
OTHER DUTIES

None

QUALIFICATIONS

Knowledge of:

1. Principles and practices of project management and implementation
2. Principles and practices of employee training, supervision and subcontract management.
3. Small business principles and practices and operations; diverse small business sectors and needs.
4. Modern office management and operational practices and procedures.
6. Small Business focused marketing concepts, principles, and techniques.
7. SBDC Network and external agency business policies, regulations, and procedures.
8. Public relations concepts and principles.
10. Interviewing techniques.
11. Oral and written communication skills, including correct English usage.
12. Labor market conditions and emerging industry trends.
13. Principles of successful management, operational and fiscal accountability, including budgets and grant management, program operations and compliance.
14. The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.
15. Principles and practices of sound business communication.
16. Principles and practices of effective supervision.

Ability to:

1. Successfully plan, implement, monitor and evaluate projects to meet performance deliverables and outcomes.
2. Supervise, evaluate and train assigned personnel.
3. 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.

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

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

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

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

8. Operate a computer in standard business software.

9. Communicate clearly and effectively, orally and in writing with diverse populations.

10. Analyze business needs; organize workload and prioritize duties.

11. 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.

12. Speak in public and make presentations to small and large groups.

13. Work independently.

14. Operate a personal computer including word processing, spreadsheets, relational database and financial systems at an intermediate and advanced level.

15. Work a flexible schedule, to include evenings and weekends.

16. Prepare clear, concise and comprehensive correspondence, reports and other written materials.

17. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

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

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is a Bachelor’s degree in business, marketing or a closely related field; and a minimum of five years experience in the business sector managing projects or programs with a broad cross section of business industries including education, and working with or in a small business; or an equivalent combination of training and experience. Experience in economic development, small business assistance programs, information technology concepts for small business and bilingual (Spanish) 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 and hear, both in person and by telephone; use hands to finger, handle and feel or operate computers and standard business equipment; and reach with hands and arms. The employee is frequently 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 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; 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.

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