CLASS SPECIFICATION
Small Business Development Center (SBDC) Senior 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 moderately complex technical and clerical office support and records management duties in support of the SBDC Lead Center; assist with coordination of 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; manages vendor/subcontractor relationships and related fiscal and grant accounting duties; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
SBDC Senior Program Assistant is responsible for independently performing office clerical and administrative support functions ranging from moderate to complex requiring general knowledge of the department or program policies and procedures, and dealing with vendors and 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 Senior Program Assistant is distinguishable from the SBDC Program Assistant in that individuals in this category are expected to not only have a high level of communication with and understanding of the small business community but also to be able to plan and coordinate events on a regular basis and represent the SBDC as needed. A flexible schedule is necessary for this position as many SBDC events take place in the evenings and on weekends. This position is also distinguishable from the SBDC Program Assistant in the expectation for this position to interact with and assist the SBDC Marketing and Events Coordinator and SBDC Operations Manager to manage vendor/subcontractor contracts and deliverables, and the skill level to negotiating with vendors to arrive at a best price for use of public funds.

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 administrative and clerical tasks in support of ERD or SBDC Network event participation and coordination, coordinating with event sponsors, setting up information display tables and booths for conferences/workshops, and staffing the display to interface with and communicate with the event attendees.

2. Assist with researching and obtaining quotes from vendors for a variety of ERD/SBDC events, including event/conference locations, potential conference sponsors/exhibitors, and related activities.
3. Assist with managing vendors and vendor budgets to facilitate District fiscal and purchasing policies and procedures. Develop quote packages and preparation of paperwork for requisitions requests.

4. Maintain and update SBDC website and calendars, and social media sites on a regular basis as directed.

5. Provide work direction to student interns.

6. Perform high-level administrative support functions serve as a back-up to other administrative positions within the SBDC Lead Center as directed, including assisting with calendar management, setting up meetings, note taking, follow-up with tasks post meeting, and making travel arrangements.

7. Prepare, and maintain various complex forms, records, files, databases, spreadsheets and specialized mailing lists, SBDC performance statistics for SBDC or related grant programs.

8. Assist with development of marketing, information outreach materials, maintain inventory of ERD/SBDC marketing and related materials, Assemble packets of materials; re-order documents and materials, including large duplication orders.

9. Develop and 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;

10. Schedule, coordinate meetings, workshops, events and conferences; prepares sign-in sheets, agendas and notices from written or oral instructions; coordinates and arranges for event set-up, refreshments and catering; attend and support events and meetings as directed.

11. Other duties as assigned.

**OTHER DUTIES**

1. Provides back-up for other Office of Economic and Resource Development administrative and clerical staff, including fielding incoming inquiries via main telephone line or in person visitors.

2. 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. Social media marketing, content management system, email marketing campaigns and marketing.

4. Events planning, coordination and related vendor management, including conferences and workshops targeted at a variety of attendees and partners, small business owners, legislators and economic development organizations.

5. Project management practices and procedures.
6. Marketing and outreach events scheduling, coordination, vendor management and related activities.

7. Events planning 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 to advanced knowledge of computer usage, 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.

9. Intermediate to advanced operation of web, graphic presentation, and page layout software.

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

11. Basic principles and practices of public administration, including purchasing and maintenance of public records.

12. Research methodologies and data analysis techniques to assist in report development.

13. District organization, operations, policies and objectives.

14. Office filing and record keeping practices and procedures, and office management practices and procedures.

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

4. Gather and compile statistical and financial data.

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

6. Manage calendars and schedules for senior executives; make travel arrangements; coordinate 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.

8. Prepare and maintain complex 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 professional 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. Intermediate to advanced knowledge and practical use of content management systems and social medial tools like Facebook, Twitter, Constant Contact.

14. Ability to interface appropriately with small business owners, sponsors, vendors, government officials from a variety of industries, ethnicities, and socioeconomic backgrounds.

15. Exercise sound, independent 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.

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

17. Type accurately at a net speed of 50 wpm.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is an associate degree in applicable/related field; and two years of increasingly responsible administrative, project support including event planning and management 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, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; 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 job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with District management, faculty, administrators, staff, vendors, external agencies, students, program participants, the public and others encountered in the course of work, some of whom may be angry and upset.

**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.