Long Beach Community College District

Job Title: SMALL BUSINESS DEVELOPMENT CENTER (SBDC) PROGRAM MANAGER

SUMMARY:
Under the direction of the Director of Technology Education (SBDC Lead Center), develop and implement activities related to the Long Beach Small Business Development Center (LB SBDC); manage day-to-day operations of the LB SBDC; develop community and business partnerships and collaborations; interface with Federal, State, and local governmental economic development agencies to promote and facilitate regional business creation, retention, and expansion in the assigned service areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
Create and implement a LB SBDC operating business plan.

Plan, develop, prepare and monitor LB SBDC budget.

Identify and develop local funding sources to obtain funding and expand LB SBDC services and outreach.

Determine the needs of the local community, ensuring these needs are met and measuring the impact of these services.

Recommends the hiring, transfer, lay off, evaluation, discipline of assigned classified personnel; directs employees to adjust grievances or effectively recommend such action.

Develop cooperative working relationships and partnerships with the other Directors in the SBDC Network – Los Angeles, Ventura, Santa Barbara.

Coordinate LB SBDC service delivery to LB SBDC satellite and outreach locations.

Assure all programs are in compliance with applicable SBA/SBDC guidelines and regulations.

Evaluate LB SBDC programs, develop innovative programs and implement new programs and/or changes to existing programs, as necessary.

Participate in activities of other local economic development efforts, as feasible and appropriate.

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

Promote and market LB SBDC programs and services regionally; make presentations to local and regional business and civic groups and organizations as appropriate.
Plan, develop, coordinate, schedule and supervise delivery of programs and services sponsored by or provided directly by the LB SBDC, including but not limited to workshops, seminars, conferences, special events, etc. targeted to small businesses.

Facilitate creation of systems and sites for delivery of LB SBDC business counseling services and seminars.

Recruit, screen and contract with appropriate professional and technical consultants to deliver LB SBDC programs and services. Oversee and maintain quality of services and programs provided to LB SBDC clients.

Meet with current and/or prospective local/regional small business owners to provide general counseling regarding business management practices as needed.

Monitor, review, organize, acquire and provide access to counseling, data and information useful to business development projects.

Compile, write and submit timely narrative and quantitative reports to the Lead Center for all LB SBDC activities and meet milestones and goals assigned by Lead Center.

Conduct client follow-up activities and complete project evaluation reports, and collect data to provide economic impact narratives.

Prepare reports for the Director as necessary; administer LB SBDC client records; administer LB SBDC operational systems and records to assure audit and accreditation readiness.

Maintain network of resource business assistance organizations, business professionals, and economic development agencies.

Work with local business leaders, business organization, Chambers of Commerce, community leaders and other economic development agencies to promote business development and entrepreneurship.

Develop presentations and/or articles for publication, as necessary.

Assist overall local and regional economic development efforts, as feasible and appropriate.

Assign, supervise coordinate, evaluate and monitor work performed by LB SBDC staff.

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.
Perform other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative, but not inclusive of the knowledge, skill, and ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
- Principles and practices of management and supervision.
- Principles and practices of employee training and supervision.
- Small business principles and practices.
- Modern office management and operational practices and procedures.
- Business financing, financial principles and small business loan packages.
- Marketing concepts, principles, and techniques.
- Principles of planning and feasibility analysis.
- Public relations concepts and principles.
- Interviewing techniques.
- Oral and written communication skills, including correct English usage.
- Labor market conditions and emerging industry trends.
- Principles of successful management, operational and fiscal accountability.
- The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.
- Budgets, grant management, program operations and compliance.

ABILITY TO:
- Supervise, evaluate and train assigned personnel.
- Communicate effectively both orally and in writing.
- Maintain effective and cooperative working relationships with SBDC Network Director, other SBDC and college personnel, external funding agencies, including the SBA, the COCCC, and private funders.
- Analyze business needs; organize workload and prioritize duties.
- Compose reports, correspondence, and articles for publication; speak in public and make presentations to small and large groups.
- Work independently.
- Maintain effective working relationships with clients, staff, and members of the general public from diverse socioeconomic backgrounds.
- Operate a personal computer including word processing, spreadsheets, relational database and financial systems.
- Analyze, evaluate and resolve problems.
- Analyze data and prepare reports.
- Follow oral and written directions.
- Maintain effective public relations with serviced communities.
Job Title: SMALL BUSINESS DEVELOPMENT CENTER PROGRAM MANAGER  Continued

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

EDUCATION and/or EXPERIENCE: Any combination equivalent to a bachelor’s degree in business or a related field and a minimum of three years experience starting and running a small business, accessing capital/financing for small businesses and interfacing with banks and small business loan programs. Experience in economic development and small business assistance programs are highly desired. Knowledge of information technology concepts for small business is highly desired.

CERTIFICATES, LICENSES, REGISTRATIONS: Valid California driver’s license and a driving record acceptable to the District for insurance purposes.

LANGUAGE SKILLS
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS
Ability to add, subtract, multiply, and divide in units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

REASONING ABILITY
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable
Job Title: SMALL BUSINESS DEVELOPMENT CENTER PROGRAM MANAGER  Continued

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 occasionally required to attend evening meetings and travel. May be required to work evenings or weekends.

Adopted: April 3, 2006
Revised: April 3, 2006