CLASS SPECIFICATION
Small Business Development Center (SBDC) Associate Director

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), provide leadership for the development, implementation, documentation and day to day operations of the Los Angeles Regional Small Business Development Center (SBDC) Network – (serving Los Angeles, Ventura, Santa Barbara counties) programs and activities; manage SBDC Network and Lead Center operations, policies and procedures that complies with all SBDC laws, regulations, requirements, accreditation and audit standards; provide continuous process improvement to SBDC Lead Center and Network operations; develop, implement and deliver training as needed to Lead Center staff and SBDC Network; ensure quality control of Lead Center Network operations and compliance with U.S. Small Business Administration/Office of Small Business Development Centers (OSBDC) policies and requirements and Association of Small Business Development Centers (ASBDC) accreditation requirements; supervise and direct SBDC Lead Center staff as appropriate to delivery services and provide support to the network and meet Lead Center objectives and program compliance and objectives.

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; contributes to development of and monitoring of performance against budget in assigned areas; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve 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 compensation and provides other rewards to recognize performance; 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.

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

4. Provide leadership in Network program operational and financial management:

5. Network Operations:

- Develop and implement SBDC Network operating plan, including a SBDC Network Operations Manual. Maintain and update SBDC Network Operations Manual, related documentation and provide training to SBDC Network Staff as necessary.
- Function as liaison with Service Center Directors in the SBDC Network with regard to SBDC grant policies, procedures, requirements and compliance issues.
- Create, direct and implement processes and systems for standardized delivery of business counseling services and seminars for the SBDC Network.
- Ensure Lead Center contracts and sub-recipient agreements are prepared in accordance with applicable grant guidelines.
- Disseminate changes in SBDC policies and procedures to Lead Center staff and SBDC Network personnel.
- Ensure SBDC Network compliance with applicable SBDC and LBCCD District policies and procedures; provide information to U.S. Small Business Administration (SBA), Chancellor’s Office of the California Community Colleges (COCCC) as necessary and appropriate.
- Direct, conduct and participate in regular on-site visits and reviews of SBDC Network service centers.
- Research, assess and develop program tools, business consulting processes, network business consultant hiring standards and other related program areas in support of SBDC program needs as appropriate.
- Assess, research, develop, coordinate, plan and deliver needed professional development and standardize business consulting training program for the SBDC Network.
- Manage Network Business Consulting Certification Training Program; review business consultant resumes for basic qualifications requirements.
- Provide leadership for managing network ongoing professional development program.
- Provide support and assist Regional Director with Strategic Planning efforts for the Network and implementation of objectives.
- Monitor and ensure accurate usage of required data collection systems, develop and process and appropriate documentation (forms, processes, reports, etc) to ensure accuracy of system data and integrity.
- Provide oversight and development Annual Network Awards (criteria & evaluation process).
- Develop cooperative working relationships and partnerships with Service Directors in the SBDC Network.
- Evaluate SBDC Network programs, develop innovative programs and implement new programs and/or changes to existing programs, as necessary.
- Develop and implement process to share Best Practices within the Network.
- Provide direction to Service Center Directors in the SBDC Network in planning, coordinating, scheduling and delivery of SBDC programs and services, including but not limited to workshops, seminars, conferences, special events, etc. targeted to small businesses as appropriate.
• Develop and implement a system to standardize the evaluation and monitoring of the quality of counseling and training services and programs delivered throughout the network. Oversee evaluation of SBDC network training curriculum.
• Monitor and ensure timely and accurate SBDC Network counseling, training and economic impact data are entered into the required data collection system.
• Interpret, apply, communicate and implement pertinent laws and/or SBDC Network Policy and Procedures, external agency business or other regulations, policies and procedures as appropriate.

7. Financial Management:

• Assist Regional Director in planning and preparation of the Network and Lead Center budget.
• Direct and oversee SBDC Financial Analyst on the audit and review process for the Service Center invoices and payment; Director and monitor contract compliance and deliverables of sub-recipients’ in the SBDC Network.
• Conduct follow-up activities regarding SBDC Network program quality and complete project evaluation reports; Direct and oversee data analysis of network performance, including benchmarks and metrics.
• Prepare or oversee preparation of reports for the Regional Director as necessary; administer SBDC Network operational systems and records to assure audit and accreditation readiness.
• Assist Regional Director with preparation and submission or required Small Business Administration reports and data transmission; manage development and completion of grant applications and renewal proposals to meet required deadlines.
• Assist Regional Director in identifying and developing regional funding sources to expand SBDC Network services and outreach.

8. Assist Regional Director in managing Accreditation and Strategic plan; provide support and direct Service Center Directors with Strategic Planning efforts for the Network and implementation of objectives.

9. Provide leadership on EDMIS & Webcats Management including configuration, data structure analysis, field needs for training & troubleshooting; implementation and training on definitions:

• Data management and reporting – Service Center Accountability, review goals-to-actuals, by month and ensure performance; client pipeline building and portfolio analysis; overseeing and completing annual economic impact surveys.

10. Participate and represent Network in assigned SBA/OSBDC/ASBDC committees (operations, data reporting, etc.).

11. Interface with SBA/ASBDC; participate in SBA conference calls in absence of regional state Director.

12. Coordinate and participate in Network Advisory Board and senior executive meetings; setup, communications, agendas, technology needs.

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

14. Promote and market SBDC Network programs and services; make presentations to local and regional business and civic groups and organizations as directed.

15. Assist Regional Director in legislative activities related to the SBDC network and program.
16. Perform other duties as assigned.

OTHER DUTIES

1. Participates on District committees, as assigned
2. Attends workshops, seminars, conferences and other program-related events as directed.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of management, project management, and supervision.
2. Principles and practices of employee training and supervision.
3. SBDC operations, goals and procedures.
4. Public sector grant-funded program procedures, processes and requirements.
5. Labor market conditions and emerging industry trends.
6. Quality control, continuous process improvement principles, and internal audit procedures.
8. Advanced personal computer operation, including general and specialized software packages/applications for word processing, spreadsheets, database management, financial systems, process mapping, desktop publishing, and internet navigation.
10. Modern office management and operational practices and procedures.
11. Marketing concepts, principles, and techniques.
12. Public relations concepts and principles.
13. Oral and written communication skills, including correct English usage
15. The diverse socioeconomic, cultural, ethnic and disability backgrounds of the local regional population.
16. Data management and analysis concepts.

Ability to:

1. Supervise, evaluate and train assigned personnel.
2. Communicate effectively both orally and in writing.
3. Maintain effective and cooperative working relationships with Service Center Directors in the SBDC Network, other SBDC and college personnel, external funding agencies, including the SBA, the COCCC, and private funders.

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

5. Compose reports, correspondence, and articles for publication; speak in public and make presentations to small and large groups.

6. Work independently and collaboratively with minimal supervision.

7. Maintain effective working relationships with clients, staff, and members of the general public from diverse socioeconomic backgrounds.

8. Operate a personal computer including word processing, spreadsheets, relational database and financial systems.

9. Analyze, evaluate and resolve problems.

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

11. Follow oral and written directions.

12. Evaluate and resolve problems.

13. Maintain effective public relations with serviced communities.

14. Actively monitor and manage large budgets

**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 or a related field and five years experience developing and implementing business processes, systems, data management, operations and training; or an equivalent combination of training and experience.

Experience with large scale project management, quality control and continuous process improvement processes and implementation is highly desirable. Experience in dealing with community, legislators and legislation issues 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.

Revised: February 23, 2009; November 29, 2011