Purpose:
Primary responsibility for planning, developing, implementing and evaluating programs designed to provide counseling and training to small business owners in a multi-county sub-center operation. Work includes publicizing program, developing local contacts, recruiting and supervising staff and fiscal program administration.

Major Responsibilities:
Background in business start-up, with responsibility for making payroll, acting as an owner-operator, experience in one-on-one counseling with small business owners, information sourcing, small business negotiations, and leveraging of public and private resources.

- Plan, develop, implement, and evaluate counseling and training to small business owners in a sub-center operation
- Assist small businesses in solving problems concerning operations, manufacturing, engineering, technology exchange/development, personnel administration, marketing, sales, merchandising, finance, accounting business strategy development, and other activities required for small business growth and expansion, innovation, increased productivity, and management improvement
- Maintain a positive working relationship and open communication with the financial and investment communities, Chambers of Commerce, Economic Development entities, local and regional small business groups and associations to help address the varied needs of the small business community
- Recruit, supervise, train and evaluate a diverse staff to assist in fulfilling program goals and objectives
- Prepare and manage a budget within the approved guidelines of external agencies and NTCC
- Prepare proposals to, and elicit funds from, outside sources including the annual proposal for Small Business Administration (SBA) Grant funds
- Develop and implement methods of publicizing deliverables to attract clients and support from community business and industry leaders
- Maintain current knowledge and information concerning federal, state, and local regulations that affect small businesses, and counsel small businesses on methods of compliance
- Maintain a comprehensive library of print and online resources that contains current information and statistical data helpful to small business development and prosperity
- Work cooperatively with North Texas Small Business Development Center (NTSBDC) and Continuing Education and Workforce Development to develop and support a comprehensive strategic plan
- Communicate regularly and maintain relations with state and federal legislators and/or their representatives

Position Characteristics:

- Knowledge of:
• Learning theory-motivational, perceptual and emotional forces present in the learning process and the conditions that affect individual learning and change
• Current developments in the area of small business management, with the ability to maintain knowledge of new developments
• Ethical business and governmental practices
• Public relations principles, practices and techniques for creating goodwill for an organization with groups of people who can affect its present and future success.

-Skill and ability to use current technology
-Skill to identify goals and develop strategic plans
-Skill to perform effectively in interpersonal situations
-Skill to contribute and present innovative ideas for new curricula and programs that combine traditional schedules with new demands from industry
-Ability to deal effectively and fairly with a variety of individuals in a courteous, professional manner
-Ability to clearly and effectively present ideas in small and large group settings
-Ability to formulate program goals and objectives and to identify appropriate activities and/or functions to meet these objectives
-Maintain current working knowledge of policies, procedures and guidelines necessary to answer work-related questions and to provide assistance to students, staff, faculty, and the general public in a timely and courteous manner
-Participate in maintaining standards required for accreditation
-Participate in college task forces, activities, meetings, committees, and councils
-Interact and work cooperatively in order to assist students, faculty and community in the accomplishment of various goals
-Represent one’s self and the college in a positive, professional manner consistent with core values which include: passion for learning, service and involvement, creativity, innovation, academic excellence, dignity and respect, integrity, and to safeguard sensitive or confidential information from intentional or unintentional disclosure.

ADDITIONAL ESSENTIAL POSITION FUNCTIONS:

• May exceed 40 hours per week on a consistent basis, including evenings and weekends.
• Visible and available on campus during the standard 40 hour work week.
• Available as necessary via phone, email and text including evenings and weekends.

MINIMUM QUALIFICATIONS:

Master’s degree or higher with emphasis in training, marketing or business plus three years of related experience or Bachelor’s degree or higher in marketing or business plus five years of experience in materials development, marketing and management. Previous experience in supervision. Ability to utilize computer technology to access information, maintain records, generate reports and communicate. Proven oral and written communication skills to support interaction with individuals from other organizations, state and federal agencies and members of business and industry community from diverse backgrounds. The ability to provide quality customer service. Official transcripts will be required.

SIGNATURES:

_____________________________________________  __________________________
SBDC Director  Date

_____________________________________________  __________________________
Associate Vice President for Workforce Development  Date

_____________________________________________  __________________________
Executive Vice President for Instruction  Date

_____________________________________________  __________________________
President  Date

Updated:  October, 2013