NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

SBDC Business Counselor

Department: SBDC
FLSA Status: Exempt
Grade/Level: Admin/Prof I
Work Schedule:
Monday - Thursday 8AM - 6PM
   Friday 8AM - 12PM
   Or as assigned by the supervisor

Job Status: Full Time
Reports To: SBDC Program Director
Amount of Travel Required: As needed
Positions Supervised: None
Contract Length: 12 months

Purpose

The Business Counselor for Northeast-Texarkana SBDC will assist the SBDC Director in providing small business counseling and training services to clients in Titus, Camp, Morris, Franklin, Cass, and Bowie counties. Work includes publicizing the program and its services, developing local contacts, and conducting seminars and one-on-one counseling sessions.

Major Responsibilities:

- Assist the Program Director in the development and implementation of customized business instruction through local businesses, Chambers of Commerce, and other interested parties
- Provide one-on-one counseling to area small business owners and those wanting to start a small business or self-employment venture
- Develop methods of publicizing programs to attract clients and support from the community business and industry leaders
- Assist in conducting, planning, and evaluating program activities
- Possess and maintain current knowledge of research and trends that affect SBDC and its clients
- Conduct online research on behalf of SBDC clients and host institutions
- Possess and maintain skills in business diagnosis, financial management, marketing, business start-up, franchising, and other areas of small business operation
- Possess and maintain presentation skills for effective communication and teaching
- Maintain a state of mobility and visibility so as to be responsive to clients, organizations, and agencies within the six counties served
• Design advertising and marketing media and press releases as necessary to promote the services of SBDC

• Conduct client follow-up meetings to monitor their progress, and to discuss their specific needs

• Maintain accurate records, develop and implement satisfaction reports for the evaluation of client success

• Possess and maintain high proficiency in computer technology and business application software

• Develop and maintain proficiency in office reporting procedures through selective cross-training with the Secretary/Assistant

• Attend professional training as required by Northeast Texas Community College, the Dallas Region of SBDC and the SBA

• Perform other duties assigned by the Program Director

Position Characteristics

This position requires extensive knowledge and experience in business operations including marketing, management, personnel, financing and financial management. The counselor must provide advice and counsel, or refer the client to appropriate resources, on all aspects of business and must adapt the style of presentation to the person or audience, whatever the level of sophistication, education, or socio-economic status. Acting under the direct tutelage of the Program Director, the candidate must possess the ability to learn new concepts and effectively communicate them to clients. The position may involve considerable travel within the six county service areas and the counselor must be physically capable of setting up display and demonstration materials.

Qualifications

Minimum Bachelor’s degree in a business discipline, or equivalent experience, with at least five years experience in managing a small business

Experience in business ownership is preferred.

Experience in small business banking, loan applications and SBA programs is a plus.

The successful candidate must demonstrate a proficiency in continued education, attending conferences, workshops, seminars and courses dealing with business issues.

The individual must demonstrate excellent written and oral communication skills, well developed interpersonal skills, and the ability to relate to a wide variety of personality types and educational levels.
Individual must be a self-starter, exhibit an ability to work with minimal supervision, and possess superior problem-solving skills.

Signatures

_________________________________________  Date
SBDC Counselor

_________________________________________  Date
SBDC Program Director

_________________________________________  Date
President

Job Description Developed: August, 2006; Revised June, 2009