

SMALL BUSINESS DEVELOPMENT PROGRAM SERVICES SPECIALIST

(This position will meet the California Trade & Commerce Agency's human resource requirement for Administrative Assistant)
(Classified Bargaining Unit Position)
(Range 31)

DEFINITION

Under direction of the director of the SBDC, provides administrative, organizational liaison and support services for students/clients and instructional services in specialized College programs; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

The Small Business Development Program Services Specialist is the senior support staff position for the Small Business Development Program. The Specialist serves as program liaison among public agencies, campus programs, and the community, providing support services to students and clients.

ESSENTIAL FUNCTIONS

- Administer and operate office including prioritization, scheduling, assigning and monitoring completion of office projects;
- Manage the CSBDC – required management information system (Client Activity Tracking System – WINCATS™);
- Assist director in marketing SBDC classes/workshops and activities through distribution of flyers, advertisements, and press releases;
- Coordinate logistics for training and workshops;
- Assist in the evaluation and modification of SBDC programs;
- Prioritize, schedule, assign, and monitor completion of office projects;
- Schedule appointments;
- Develop forms and prepare for duplication;
- Schedule and arrange for room reservations and notifications and participate in meetings;
- Monitor work and check for accuracy/completeness and document (for audit purposes);
- Compose and/or word process information in the form of correspondence, agendas, curriculum, memoranda, minutes, reports, unit plans, evaluation forms, classroom/workshop handouts, and other materials;
- Compile and compose information and prepare bi-yearly newsletter for the SBDC;
- Represent program(s) at committee and cluster meetings in the absence of the director;
- Attend community meetings and/or other events and activities; may represent director and/or department at the same time;
- Interact with Chambers of Commerce, service organizations, business community, consultants, general public and Cuesta College staff to promote workshops and good relations;
- Assist in development of goals, objectives, policies and procedures, and unit plan;
- Coordinates services with and refers students to other College programs and to community support agencies;
- Disseminates program information via various media;
- Compliance with all regulations and policies;
- Assist in preparing and monitoring budgets (including general requisitions, purchase orders, and student/hourly wages); identify and recommend areas for budget transfers;

- Prepare, assemble, organize and compile financial and other data for reports (including State reports) and operation manuals;
- Coordinate payment requests;
- Prepare contracts and maintain files for SBDC consultants;
- Maintain consultant directory and biographies;
- Assemble financial records, prepare contracts for Mystery Shopper clients and maintain all records for the Mystery Shopper Program;
- Interview, recommend for hire, train, schedule, oversee the work of student and hourly workers;
- Facilitate processing of employee/consultant payment including distribution, collection, verification, documentation and time cards to human resources and payroll offices;
- Interpret and provide information on financial documents, policies and procedures for the department;
- Serve as liaison between trainers, director, participants and others;
- Oversee the development of mailing and class lists, provide roll sheets, edit and correct as needed;
- Arrange for and over see on-site registration for workshops and training classes;
- Establish and maintain cooperative working relationships with those contacted in the performance of duties;
- Communicate effectively orally and in writing;
- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Perform other related duties as required.

Duties may require the physical ability to:

- see for the purpose of reading regulations, laws and codes, rules and policies, and other printed matter;
- hear and understand speech at normal levels;
- speak so that others will be able to understand a normal in-person and telephone conversation;
- sit or stand for extended periods of time;
- lift and/or carry 25 pounds;
- exert manual dexterity sufficient for keyboard and other office equipment operation.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

DESIREABLE QUALIFICATIONS

Education:

- Associate degree or equivalent preferred, including or supplemented by office administration and public relations courses.

Experience:

- Three years of increasingly responsible clerical experience related to program or service operation including participant and implementation components. Education beyond the minimum may be substituted for up to a maximum of two years of experience.

Knowledge of:

- Public relations protocol;
- Record keeping;
- Microsoft Office computer programs;
- Modern office practices, procedures and equipment;
- English, spelling, punctuation and grammar; methods of writing correspondence and reports;
- College organization, policies, and rules;
- Registration operations, preferably including automated system.
- Computer programs necessary for record keeping and databases;
- Correct English usage: grammar, spelling, vocabulary and punctuation.

CCCUE Approval:
Board of Trustees Approval: 1/10/01

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