SMALL BUSINESS DEVELOPMENT CENTER ASSISTANT

DEFINITION

Under general supervision performs a variety of difficult and complex duties and tasks emphasizing administrative detail in the operation and coordination of the Small Business Development Center. Performs related work as assigned.

CLASS CHARACTERISTICS

This classification independently performs difficult and complex administrative, technical and office support work in coordinating multiple services of the Central Coast SBDC, under the guidance of the Director of the SBDC. Responsibilities of this class include client service, program outreach, and administrative functions such as budget projection and allocation, monitoring, maintaining and updating detailed records and financial accounts and preparing periodic and special analysis reports. The assignments require incumbents to exercise discretion and independent judgment within general program and College guidelines.

EXAMPLES OF DUTIES (Illustrative only)

Provides intake services and initial client screening and referral to appropriate consultant; provides periodic business counseling to clients; maintains client confidentiality; develops, implements, and maintains complex records management systems, including computerized databases, which track all phases of SBDC operations; primary responsibility for office coverage and Center reception; serves as program liaison among public agencies, funding sources, the college and community, providing support services and making appropriate referrals; monitors budget allocations and expenditures, maintains records and prepares financial and state reports; conducts outreach, attends meetings and conferences and makes presentations on center activities, as directed; develops various outreach and publicity materials for specific populations and events; monitors program services for program compliance with all regulations and policies of funding sources; performs a variety of administrative support to research projects which may include evaluation of alternatives and preparation of recommendation reports; trains and directs the work of student workers; prepares periodic and special reports, correspondence and other written materials; answers inquiries and furnishes information requiring a knowledge of standards, procedures, rules and regulations for information relating to small business; orders and maintains inventory of all office supplies and equipment; coordinates appointments, meetings, conferences and other related activities for the Director and SBDC Advisory Board and generates appropriate correspondence and records of meetings; operates standard office equipment.
QUALIFICATIONS

Knowledge of:

- Basic principles, practices of small business and office and administrative practices and procedures
- Program management principles, including work organization and budget development and administration
- Basic computer and word processing applications related to office administration
- Standard office practices and procedures, including filing and the operation of standard office equipment
- Governmental, community and social service organizations and their functions
- Correct English usage, spelling, grammar, and punctuation

Skill in:

- Communicating and serving people of diverse academic, ethnic, socio-economic and cultural backgrounds
- Interpreting, applying and explaining rules, regulations and procedures
- Analysis of difficult and/or sensitive situations and adopt an effective course of action
- Collecting, compiling and preparing data and reports
- Establishing and maintaining cooperative relationships with faculty, staff, clients, consultants, local resource agencies and State and Federal representatives
- Developing and coordination of multiple projects, training programs, seminars, and meeting critical deadlines
- Representing the program to which assigned in meetings and outreach events
- Writing and communicating effectively
- Maintaining confidentiality of information
- Keyboarding with sufficient skill to enter data in a word processor or computer and producing correspondence or reports
- Coordination of training programs, seminars and workshops for program clients

Other requirements:

Must possess a valid California driver's license. Must be able to work evenings and weekends, depending on the scheduling of program activities. Overnight travel may be required in order to attend conferences and meetings.

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to completion of two years of college with coursework in general education, business, or a closely related field and two years of responsible office administrative experience. Experience with the operations of small businesses and categorically funded college programs is desirable.