



WORKFORCE DEVELOPMENT BOARD
OF SOLANO COUNTY

Small Business Development Center Director
Manager III

Job Description

\$114,607.83 - \$143,132.00
Annual Salary

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Definition

Under general direction of the Executive Director/President, responsible for managing and directing the functions of the Small Business Development Center (SBDC) of Solano County hosted by the Workforce Development Board of Solano County (WDB). Plans, organizes and coordinates the activities of small business development throughout Solano and Napa counties. Driving on behalf of the agency is a requirement for this position. This is an exempt position.

Distinguishing Characteristics

This is a senior management level classification that allows the incumbent a full range of responsibility and authority to manage and oversee a specific Division within the WDB. The incumbent will assist in the development of organizational policies and procedures, goals and objectives, as well as strategic planning. Also assists with the management of internal/external contracting functions; directs program operations; and performs division budget planning.

Essential Functions of the Classification

Management of Solano-Napa SBDC

- Plan, develop, implement, manage, and evaluate the delivery of services to small businesses and entrepreneurs in Solano and Napa Counties. Establish SBDC work standards and priorities;
- Develop and manage an annual budget and monitor and adjust spending levels to match budget amounts of multiple grants;
- Responsible for the SBDC meeting and/or exceeding annual performance objectives. Review and prepare analysis of the SBDC activities, costs, and operations to determine progress toward stated goals and objectives. Confer with Executive Director/President and other management staff to review achievements and discuss required changes in goals or objectives;

- Ensure consistency of services, as well as maintain compliance with Small Business Administration (SBA) and SBDC NorCal regulations and WDB policies;
- Ensure accuracy of grant and internal reporting. Review and prepare regular, periodic, and ad hoc reports and studies;
- Supervise, train, and evaluate the performance of assigned staff and independent contractors serving as SBDC business advisors. Conduct regular SBDC advisor meetings to assign work, as well as to establish open and effective communications with business advisors;
- Serve as a senior member of the WDB's Management Team. Assist in the development of Board of Directors agenda packets, make reports and presentations to the WDB related to the SBDC;
- Negotiate cooperative and contractual agreements between SBDC and local partner entities;
- Analyze and evaluate client service needs and make appropriate assignments to SBDC advisors and other resources;
- Ensure compliance with program activity timelines, evaluation criteria, and reporting requirements in adherence to the Northern California SBDC regional strategic plan;
- Provide business advising to clients as needed in the areas of entrepreneurship and start up, capital access, operations and growth, regulation and government procurement, marketing and sales, talent development, business closure aversion, and/or industry-specific consulting; and
- Oversee and/or facilitate training to small businesses and entrepreneurs in Solano and Napa Counties related to successful startups, executive leadership, business growth, financial growth, building brand, and/or industry-specific topics.

Outreach and Partnerships

- Represent the WDB and SBDC in an official capacity regarding program activities and coordinate communication with the business community, economic development, funders, and related organizations;
- Provide leadership in the community around small business development and help to build, sustain, and expand partnerships. Act in an entrepreneurial manner to create opportunities and build resources for the SBDC;
- Initiate, build, and maintain relationships with key stakeholders to include city and county economic development entities;
- Promote SBDC activities. Develop, implement, and evaluate an outreach plan for the SBDC including strategies for program promotion to attract clients and engage stakeholders;
- Coordinate SBDC program activities, trainings, seminars, and conferences with community partners and WDB programs, as appropriate;
- Develop additional resources, grants, and volunteers to assist small businesses; and
- Work in collaboration with other organization divisions to ensure appropriate small business services.

Minimum Qualifications and Employment Standards

Knowledge of

- Principles, practices and techniques of administration and organizational management;
- Effective supervision and training principles;
- The needs of the small business community, preferably in Solano and Napa Counties;
- Practical and theoretical business operation with emphasis on small business growth;
- Program budgetary principles and practices;
- Event planning;
- Various word processing, as well as data management and automated case management software systems;
- Customer service/customer satisfaction principles and procedures; and
- Program administration of grant programs

Ability to

- Become an expert on the objectives, rules and regulations related to SBDC programs and their administration;
- Demonstrate vision, leadership and strong managerial skills;
- Promote the core values of the WDB;
- Work in a collaborative environment with a variety of partners, (i.e., educational, training and employment entities), as well as establish and maintain cooperative working relationships with a wide variety of private sector, government and community officials and individuals;
- Direct, supervise, plan, and evaluate the work of professional and non-professional staff;
- Motivate others, establish clear and open communication lines, set high standards and guide staff to those accomplishments;
- Identify problems, examine alternative courses of action, and draw logical conclusions, and develop solutions-based approaches;
- Present to groups of businesses and stakeholders;
- Provide consultation and technical assistance to small businesses;
- Communicate effectively both orally and in writing; and
- Prepare clear, concise and timely reports and correspondence.

Education and General Experience

Education

Graduation from an accredited four-year college or university with a Major in Public Administration, Business Administration, Economics, or a closely related field. Master of Business Administration preferred.

AND

Experience

Five (5) years of increasingly responsible experience in the development, implementation and administration of small business programs, including

at least four years in a mid-management or administrative role. Experience in business consultation/advising or direct entrepreneurial experience in launching or operating a small business required.

OR

Substitution

(1) Additional-qualifying experience on a year-for-year basis within the functional position applied for and covered by this classification may be substituted for the required education on a year-for-year basis. (2) A master's degree in an acceptable major may be substituted for two years of experience.

Supervision Requirements

Must have a minimum of 4 years supervisory experience of professional/technical staff. Supervisory requirements cannot be waived.

Working Conditions

Primarily inside work at various SBDC locations and will be exposed to normal office noise. The position may require attendance at evening meetings or weekend sessions; the position may also require occasional travel.

Physical Demands

May occasionally be required to do minor lifting, not to exceed 20 pounds. Position will require some repetitious work such as data entry, typing, word processing, etc., vision sufficient to read written material; ability to speak clearly on the telephone and before groups.

Additional Requirements of the Position

- Possess (or ability to obtain prior to employment) a valid Class C California Driver's License and maintain current automobile insurance;
- Provide reliable private transportation for routine travel on agency business;
- Possess and maintain an acceptable driving record that will meet the Employer's Insurance Carrier's Standards. This cannot be waived; and
- Regular attendance and punctuality are part of all employees' job responsibilities. It is the employer's expectation that all employees are present and on time every day.