

HSU Sponsored Programs Foundation

Job Announcement

This is not a state position

Job Title: SBDC Programs Assistant
Location: Sacramento, CA
Hours: Full Time, 12 months/year, Non-Exempt
Wage: \$17.00 to \$30.00/hour. DOE
Project Name: Northern California Small Business Development Lead Center (Norcal SBDC)
Supervisor: SBDC Associate Director of Partnerships

GENERAL INFORMATION

The Norcal SBDC is part of Humboldt State University's Sponsored Programs Foundation, and has headquarters in both Arcata and Sacramento. This position is located in Sacramento. The SBDC serves the business community in 36 northern counties of California with non-credit education and consulting. Funding for these programs comes from the federal Small Business Administration (SBA), and the California Governor's Office of Economic Development (GO-Biz). Humboldt State University has hosted the SBDC program since January 2006.

The SBDC Programs Assistant is a newly created, full time, 12-month position. The job offers a competitive benefits package including group health, dental, and vision. The schedule is 40 hours per week, Monday through Friday, with varied schedules/occasional weekend and evening hours. While continuation of this position is foreseen for years to come, all Norcal SBDC positions are contingent on continued federal and state funding. This is not a state or federal position.

POSITION SUMMARY

Under the general supervision of the SBDC Associate Director of Partnerships, the Programs Assistant is responsible for planning, implementing and managing seminars, workshops, and events. This position will work closely with business advisors of the SBDC Finance Center, Regional Advisor Program and the Affiliate Partner Program. The Programs Assistant will coordinate counseling services and track client data in a proprietary CRM called Neoserra.

This position will manage day-to-day activities of client intake, business advisor assignment, customer service and training support. The Assistant will be goaled to schedule 15-20 workshops per month and manage a calendar for the business advisors and trainers. The ideal candidate will be self-motivated, resourceful, and have impeccable communication skills.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Organize seminars, workshops and educational training events.
- Work closely with business advisors: scheduling them for seminars, workshops, and teleconferences.
- Send communications to clients, oversee client sign-ups for counseling and training, assist in maximizing attendance at all events.
- Assist with creation and production of all relevant materials for the events including PowerPoint slides, flyers and evaluations.
- Organize team event calendar including weekly, monthly and road-show programs.
- Communicate with Business Advisors to understand their expertise in order to appropriately organize workshops and presentations.
- Create, update and use online tools that assist in client processing.
- Continually communicate organizational updates to every consultant so that they understand priorities of the organization.
- Conduct periodic surveys of clients and potential clients to ensure quality control.
- Interact with all levels of management, both internally and externally.

- Process travel claims and payment requests, as needed.
- Reconcile event records in database.
- Process weekly, monthly, quarterly and annual reports for submission to management.
- Enter, modify and maintain accurate client files and records.
- Research and compile data for statistical, financial and programmatic reports.
- Other special projects and tasks as assigned.

KNOWLEDGE, SKILLS & EXPERIENCE

- Excellent interpersonal skills: ability to develop strong relationships and work with a variety of people.
- Professional organizational skills.
- Experience working with a CRM system such as NeoSerra.
- Skilled at using Microsoft Word, Excel, PowerPoint, Dropbox and Google Docs.
- Skilled in project management, time management, and performance measurement skills.
- Very effective in written communications—technical, formal and informal.
- Strong with verbal communications—one-on-one, and in small groups.
- Ability to learn new, complex topics quickly.
- Confidentiality is critical for this role.
- Willing to travel for events within Northern California.

PREFERRED QUALIFICATIONS

- AA or Bachelor's Degree preferred from an accredited university or the equivalent in 4 years or more of sufficient and progressively responsible office coordination and customer service experience.
- Previous experience working with federal and/or state grants.
- At least three years of experience working within the small business development, technical assistance/advising field (SBDC or similar), or related experience.

APPLICATION PROCEDURE

Qualified applicants should submit the following items via email to Chase Kerrigan at cck24@humboldt.edu.

1. HSU application downloaded [here](#)
2. Cover letter
3. Résumé
4. Three professional reference contacts
5. [HSU SPF Employee Information Form for Applicants](#)

If you have any questions regarding this job announcement, please contact call (707) 826-3919.

Application Review Date: March 19, 2019 (open until filled)

Humboldt State University Sponsored Programs Foundation is an Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status. More information about HSU SPF's Equal Employment Opportunity hiring can be found [here](#).

For assistance with the application process, please submit an Accommodation Request Form which can be [found here](#) or call the SPF Interim Compliance Support Coordinator at (707) 826-5159.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered this position within HSU SPF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current HSU SPF employees who apply for this position.