Job Title: Small Business Program Coordinator  
Location: Sacramento/Roseville Area  
Hours: Full Time, 12 months/year, Non-Exempt  
Wage: $60,000 - $85,000 DOE  
Project Name(s): Northern California Veterans Business Outreach Center (Norcal VBOC) and Northern California Small Business Development Lead Center (Norcal SBDC)  
Supervisor: Executive Director, Norcal SBDC

GENERAL INFORMATION
The Norcal VBOC and Norcal SBDC are programs of Cal Poly Humboldt’s Sponsored Programs Foundation (SPF). The programs serve the business community in northern and central 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).

The Small Business Program Coordinator is a newly created full-time, exempt, 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. 20 hours/week will be spent on the Norcal SBDC, and 20 hours/week will be spent on Norcal VBOC. While continuation of this position is foreseen for years to come, all Norcal SBDC and Norcal VBOC positions are contingent on continued federal and state funding. This is not a state or federal position.

POSITION SUMMARY
The Small Business Program Coordinator is responsible for a variety of tasks and projects both for the SBDC and the VBOC. This position will work on event and training planning, grant analysis, and funder reporting, as well as database management and data entry. This position will also work with clients to provide generalist business advising, ideally in both Spanish and English to SBDC and VBOC clients.

A successful applicant will thrive in this position by being able to navigate various tasks and systems, calling upon general business know-how and average to above-average technical ability, and have a flair for learning new skills and processes and being adaptable to change. This position will support the day-to-day activities of the SBDC and VBOC, including special programs, trainings, and client advising. They will also help assure quality control of all program records, communicate frequently with other Service Centers, and aide in implementing online tools and resources for Norcal programs. The Small Business Program Coordinator will directly be in contact with clients and potential clients seeking SBDC and VBOC services. The ideal candidate will be self-motivated, resourceful, and have strong interpersonal skills and impeccable communication skills.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES
- Understand and communicate the details of the Norcal SBDC and VBOC programs, what the various elements of the process consist of, and how clients access services.
- Learn priorities of our region-wide programs and implement them as appropriate.
• Enter contact records and other information in data management systems, documenting activities with businesses served and recording contact sessions.
• Conducts, tracks and communicates with teams on a variety of special projects.
• Support SBDC and VBOC in conducting periodic surveys of clients and potential clients to ensure quality control.
• Review, update and maintain curriculums, slide decks, training materials and program promotional materials.
• Enter, modify and maintain accurate training files and records.
• Review training evaluations for feedback and ideas to incorporate in the future.
• Collect surveys and attribution documents from Norcal clients.
• Help coordinate regional marketing efforts.
• Help research and compile data for statistical, financial and programmatic reports on client activities.
• Interact with all levels of management, both internally and externally.
• Other tasks as assigned.

KNOWLEDGE, SKILLS & ABILITIES
• Excellent interpersonal skills.
• Experience working in customer service.
• Understanding of adult communication styles.
• General business operations knowledge and experience working within or understanding various industries.
• Strong preference for first-person small business or entrepreneurial experience.
• Experience using Microsoft Word, Excel, PowerPoint, and Google Docs and Sheets.
• Strong project management, time management, and performance skills.
• Ability to develop strong relationships and work with senior level managers.
• Very effective in written communications—technical, formal, and informal.
• Strong verbal communications—one-on-one, on the phone, and videoconferencing.
• Confidentiality is critical for this role.

PREFERRED QUALIFICATIONS
Preference will be given to candidates who demonstrate the following:
• Prior experience providing business advising.
• Prior experience working with veteran populations.
• Prior experience working with the small business community, economic development programs, and/or small business ownership.
• Prior experience working with confidential information.
• Ability to communicate in more than one language: Spanish preferred.

MINIMUM QUALIFICATIONS
• At least three years working in a professional field, small business, non-profit, or otherwise.
• A Bachelor’s degree in education, communications, business or a closely related field; or an equivalent combination of training and experience.
• Must possess a valid California driver’s license.

APPLICATION PROCEDURE
Qualified applicants should submit the following items via email to Kendra Higgins at careers@norcalsbdc.org
1. Cover letter
2. Résumé
3. Three professional reference contacts
4. Cal Poly Humboldt SPF Employee Information Form for Applicants

Application Review Date: July 20, 2022 by 5:00pm (position is open until filled)

Cal Poly Humboldt 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 Cal Poly Humboldt 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.