HSU Sponsored Programs Foundation
Job Announcement
This is not a state position

Job Title: Administrative Intake Specialist
Location: Fairfield, California
Hours: Full Time, 12 months/year, Non-Exempt
Salary: $19 - $24 per hour DOE
Project Name: Northern California Veterans Business Outreach Center
Supervisor: Program Director – NorCal VBOC

GENERAL INFORMATION
This position is a full-time, benefitted position with retirement eligibility after one year. While the continuation of this position(s) is foreseen for years to come, all NorCal VBOC positions are contingent on continued federal funding. This is not a state or federal position. The NorCal VBOC is hosted by Humboldt State University’s Sponsored Programs Foundation (HSU-SPF) in Arcata, California. The program is primarily funded by a cooperative agreement with the Small Business Administration (SBA). NorCal VBOC serves the 50 northern counties in California, supporting their business and veteran communities with no-cost training, education, and one-on-one consulting.

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. The Administrative Intake Specialist will be involved in many of the day-to-day processes of running the NorCal VBOC. While experience in small business is a plus, the successful applicant will be highly organized, detail-oriented, and able to be efficient in handling a wide variety of tasks. The Administrative Intake Specialist will also be involved in conducting the business client screening and supporting the management of the region-wide NorCal VBOC. This position will work closely with senior management and staff of the NorCal VBOC and SBA Resource Partners (i.e. NorCal SBDC Network, NorCal Procurement Technical Assistance Center, SCORE, SBA District Offices, etc.) to support the call-in protocol, the communication channels to individual centers, and integration of screening and intake materials with the NorCal VBOC client database. The Administrative Intake Specialist will help our clients to better understand the full potential of our NorCal VBOC counseling and training services.

This position will support the day-to-day activities of the client intake and call center, help assure quality control, communicate frequently with the Service Centers’ staff, and aid in building and implementing online tools and resources for small businesses. The Administrative Intake Specialist will directly be in contact with clients and potential clients seeking NorCal VBOC services. The ideal candidate will be self-motivated, resourceful, and have strong interpersonal skills and impeccable communication skills.

POSITION SUMMARY
Under the general supervision of the Program Director - NorCal VBOC, the Administrative Intake Specialist is responsible for conducting the business client screening and supporting the management of a region-wide Call Center. This position will work closely with senior management and staff of the NorCal VBOC to support the call-in protocol, the communication channels to individual SBA Resource Partners (i.e., SBDC, PTAC, Women’s Business Centers, etc.) and integration of screening and intake materials with the NorCal VBOC client database. The Administrative Intake Specialist will help our clients to better understand the full potential of our NorCal VBOC counseling and training services. This position
will support day-to-day activities of the client intake and call center, help assure quality control, communicate frequently with the NorCal VBOC and SBA Resource Partners’ staff, and aid in building and implementing online tools and resources for small businesses. The Administrative Intake Specialist will directly be in contact with clients and potential clients seeking NorCal VBOC services. The ideal candidate will be self-motivated, resourceful, and have strong interpersonal skills and impeccable communication skills.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- In partnership with the Program Director, develop and maintain cooperative working relationships and partnerships with other staff and contractors within the region.
- Process travel claims and payment requests, review consultant invoices and timesheets.
- Assist with quarterly and annual programmatic/fiscal reporting and billing processes
- Assist with preparation of grant proposals
- Reconcile event records in database tracking system.
- Work with the Program Director to monitor outcomes of the VBOC Program.
- Communicate with SBA Resource Partners about clients’ needs on an ongoing basis.
- Learn priorities of each SBA Resource Partner and its criteria for accepting potential clients.
- Conduct intake interview with potential clients applying for NorCal VBOC counseling services and create report on client assessment.
- Experience with using scheduling platforms.
- Support research and streamline client process for the NorCal VBOC and identify commonalities, and develop a set of common protocols for SBA Resource Partner collaboration.
- Provide help in coaching and assistance to NorCal VBOC Advisors on an ongoing basis
- Support creation, update and use of online tools that assist in client processing.
- Aide in communicating intake updates to service centers to understand goals and priorities of the organization.
- Support Program Director in conducting periodic surveys of clients and potential clients to ensure quality control.
- Interact with all levels of management, both internally and externally.
- Enter, modify, and maintain accurate client files and records.
- Help research and compile data for statistical, financial, and programmatic reports.
- Perform other duties as assigned

KNOWLEDGE, SKILLS & ABILITIES

- Excellent interpersonal skills.
- Experience working in customer service.
- Understanding of adult communication styles.
- Strong preference for small business or entrepreneurial experience.
· Experience using Microsoft Word, Excel, PowerPoint, Dropbox and Google Docs.
· 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:
· A military Veteran or have experience working with military personnel in a military environment.
· Prior experience working for a VBOC or other federally-funded small business assistance program.
· BA/BS in Business Administration, Management, a related discipline, or equivalent experience.
· Previous experience working with federal and/or state grants.
· Previous experience with PeopleSoft, or other institutional accounting systems.
· Prior experience working with the small business community, economic development programs, and/or small business ownership.
· Prior experience working with confidential information preferred.
· Experience working with a CRM system such as Neoserra.
· Ability to communicate in more than one language: Spanish preferred.
· Preference will be given to candidates who demonstrate the following:
  a. Previous administrative support experience and in a customer service position/call center experience.

MINIMUM QUALIFICATIONS
· Computer/technology skills, including Microsoft Office Suite, client database software like Neoserra, and video conferencing software like Zoom.
· Ability to conduct online research, manage a database, and learn new software applications.
· Willing to travel for events within Northern California.
· Read, comprehend, and interpret written materials of moderate to complex difficulty.
· Ability to learn new, complex topics easily.
· Excellent writing and verbal communication skills.
· Detail-orientated with excellent organizational and multitasking abilities.
· At least one year of experience working within the small business technical assistance/consulting field (SBDC or similar), working at a call center, or related experience.
· Must possess a valid California driver’s license.

Physical Demands:
Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend meetings and training sessions at various sites within northern California; strength to lift and carry materials weighing up to 20 pounds, vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

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

Application Review Date: December 23rd, 5pm (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 contact ADA Coordinator at 707.826.3626 or confidential fax at 707.826.3625. For more information regarding accommodation, you may also visit the HSU Human Resources website at http://www.humboldt.edu/hsuhr. Individuals in need of a telecommunications relay service may contact the California Relay Service at 877.735.2929 TTY.

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.