HSU Sponsored Programs Foundation
Job Announcement

This is not a state position

Job Title: Center Operations Coordinator
Location: Eureka, CA/Remotely
Hours: Full Time, 12 months/year, Non-Exempt
Salary: $35,000-$45,000 DOE
Project Name: SBDC Humboldt Del Norte (Lead) F50429
Supervisor: SBDC Center Director

GENERAL INFORMATION
North Coast SBDC is a program of Humboldt State University's Sponsored Programs Foundation (HSU SPF), and all staff are employees of the HSU-SPF. While continuation of this position is foreseen for years to come, all SBDC positions are contingent on continued grant funding. This is not a state or federal position.

POSITION SUMMARY
The Center Operations Coordinator plays a very important role in helping our community's small businesses access the help they need to succeed. In a busy, deadline-driven work environment, this organized, friendly person is the glue that keeps the office functioning smoothly. The Coordinator independently performs key tasks for client relations and workshops, data management, and operations. Must be confident using and learning a variety of office technologies and software. Additionally, The Center Operations Coordinator will oversee specific project management, as designated by Center Director. Ideally bilingual in English and Spanish.

This is a full-time, year round position with excellent benefits, for the North Coast Small Business Development Center (North Coast SBDC), which serves small businesses and entrepreneurs across Humboldt County, Del Norte County, and Adjacent Tribal Lands. The North Coast SBDC provides one-to-one consulting, workshops and longer learning programs, and information & referral. We are known for creating top-notch programming responsive to community needs and trends.

ESSENTIAL FUNCTIONS and RESPONSIBILITIES

Client Relations
- Perform client triage, answer and route public inquiries coming in via phone, email, walk-in, or Facebook messenger.
- Coordinate training event logistics: track registrants, make reminder calls, set up training room, welcome participants and handle sign ins & process payments. Requires evening availability.
- Perform basic event marketing tasks online, by phone, and other.

Data Management
- Assemble training event files and enter training events, trainees, and payment data into client system.
- Process client income self-certifications and enter data into client system.
• Assist with capture and entry of economic impact data into client system.
• Perform basic expense tracking and reconciliation using Access database, Excel, and accounting systems.
• Maintain contact data in Constant Contact email marketing system.

Office operations and general
• Maintain copies of all necessary Center materials and handouts for clients and business advisors—wall displays, training materials, etc.
• Perform occasional administrative support tasks for Center like deadline and meeting tracking, note taking, etc.
• Provide support for training and event logistics—booking speakers, securing meeting facilities, etc.
• Contribute as requested to SBDC’s client and program tracking, evaluation, and reporting obligations.
• Project management, as designated by Center Director.
• Perform other duties as assigned.

PREFERRED QUALIFICATIONS

Strongly Preferred
• Spanish language conversational proficiency.
• Interest in or experience with small business and entrepreneurship.

Knowledge
• Working knowledge of Microsoft Office Suite, especially Word, Excel, and PowerPoint.
• Working knowledge of Google Suite, especially Gmail, Calendar, Drive, Docs, and Sheets.
• Oral and written fluency in English required. Spanish language proficiency a plus.

Skills
• Excellent customer and public relations skills.
• High proficiency with accurate data entry, tracking, and management.
• Operates a personal computer with ease, preferably including word processing, spreadsheets, databases, and financial systems.

Abilities/Competencies
• Strict attention to detail and respect for confidentiality.
• Ability to stay organized and accurate while managing interruptions.
• At ease working with people from diverse socioeconomic, cultural, ethnic, and disability backgrounds.
• Commitment to healthy and cooperative working relationships with coworkers.

Minimum Qualifications
• At least one year’s experience in a professional office setting in bookkeeping, administrative, or marketing functions.
• High School diploma plus continuing education coursework or certifications acceptable. College degree preferred.

Diversity & Inclusion
The North Coast SBDC is an equal opportunity employer that does not discriminate on the basis of race, religion, disability, gender, nationality, ethnicity, sexual orientation, or any other prohibited category. We encourage women, people of color, LGBTQ, and all qualified persons to apply for this position.
APPLICATION PROCEDURE

Qualified applicants should submit the following items via email to Admin@NorthCoastSBDC.org.

1. HSU application downloaded here: https://forms.humboldt.edu/hsu-employment-application
2. Cover letter
3. Résumé
4. Three professional reference contacts
5. HSU SPF Employee Information Form for Applicants: https://forms.humboldt.edu/spf-self-identification-form-job-applicants-eif-pre-offer

Initial Application review date: Resume reviews and interviews/skills testing conducted on rolling basis. All applications due before May 1st, 2020.

North Coast SBDC is committed to creating a safe, appreciative, and welcoming workplace for employees, contractors, and clients of all identities and backgrounds. All qualified candidates are encouraged to apply.

Humboldt State University Sponsored Programs Foundation is an Equal Opportunity /Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex including sexual orientation and gender identity, national origin, disability, 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 Front Office at (707) 826-4189.