<table>
<thead>
<tr>
<th>Job Title</th>
<th>Manager of Centralized Intake</th>
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<tbody>
<tr>
<td>Location</td>
<td>Arcata, California</td>
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<tr>
<td>Hours</td>
<td>Full Time, 12 months/year, Exempt</td>
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<tr>
<td>Salary</td>
<td>$58,000 - $72,000/year DOE</td>
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<tr>
<td>Project Name</td>
<td>Northern California Small Business Development Lead Center</td>
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<tr>
<td>Supervisor</td>
<td>SBDC Director of Client Services</td>
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**GENERAL INFORMATION**

The Norcal SBDC is part of Humboldt State University’s Sponsored Programs Foundation. The Lead Center (headquarters) are located on campus in Arcata, CA. The program 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 Call Center was established in 2019. Its purpose is to centralize the business client screening and intake processing for our 18 Service Centers and Regional programs located throughout northern California.

The Manager of Centralized Intake is a 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. 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 Director Client Services, the Centralized Intake Manager is responsible for managing a region-wide Call Center. This position will work closely with regional leadership, a team of client intake specialists and staff of the Service Centers to maintain a call-in protocol as well as the communication channels to individual centers and integration of screening and intake materials with the SBDC client database.

The Centralized Intake Manager and the call center team will help clients to better understand the full potential of SBDC counseling and training services and act as a liaison between the client and the 18 service centers in Northern California.

This position will manage day-to-day activities of a team of Client Intake Specialists, assure quality control, communicate frequently with the Service Centers’ staffs, maintain online tools and assess effectiveness of the program. Centralized Intake Manager and the team of client intake specialists will directly work with clients and potential clients seeking services. The ideal candidate will be self-motivated, resourceful, and have strong leadership skills and impeccable communication skills.
ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Communicate with SBDC Center Directors about centers’ clients’ needs on an ongoing basis.
- Maintain priorities of each Center and criteria for accepting potential clients.
- Continue to maintain streamlined client process at 18 centers, Regional programs and Norcal affiliates, and develop a new set of client screening protocols when appropriate.
- Hire, onboard and train new Client Intake Specialists.
- Conduct regular staff performance evaluations.
- Develop and train others on client intake and processing protocols.
- Update, use and create online tools that assist in client processing.
- Maintain and update Centralized Intake Center operational procedures.
- Continually communicate organizational updates to Specialists in order to understand goals and 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 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 tasks as assigned.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent interpersonal and leadership skills.
- Understanding of adult communication styles.
- Demonstrated experience in training, coaching and motivating employees.
- Experience working with a CRM system such as NeoSerra
- Strong project management, time management, and performance measurement skills.
- Ability to develop strong relationships and work with senior level executives.
- Very effective in written communications—technical, formal and informal.
- Strong verbal communications—one-on-one, in small groups, and as a presenter.
- Confidentiality is critical for this role.

PREFERRED QUALIFICATIONS

Preference will be given to candidates who demonstrate the following:

- Prior experience working for an SBDC program.
- Prior experience working in a customer service position/call center experience.
- Prior experience working with the small business community, economic development programs, and/or small business ownership.
- Prior experience working for an educational institution.
- CRM experience like Neoserra or similar
- Ability to communicate in more than one language: Spanish preferred.

MINIMUM QUALIFICATIONS

- At least 1 year of experience working within the small business technical assistance/consulting field (SBDC or similar), working in management at a call center, or related experience.
• 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. HSU SPF Employee Information Form for Applicants

Application Review Date: May 31st, 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 call the SPF Interim Compliance Support Coordinator at (707) 826-5169.

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.