Job Announcement
This is not a state position

Job Title: Student Assistant for Centralized Intake Center
Location: Arcata, CA
Hours: 20 hours or less per week
Wage: $15.00/hour
Project Name: Northern California Small Business Development Lead Center (Norcal SBDC)
Supervisor: Manager of Client Process

GENERAL INFORMATION
The Norcal SBDC is part of Cal Poly Humboldt Sponsored Programs Foundation. The Lead Center (headquarters) are located on campus in Arcata, CA as well as Eureka, 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). Cal Poly Humboldt 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 21 Service Centers located throughout Northern California. The schedule is 20 hours or less per week, Monday through Friday from 8am to 5pm.

POSITION SUMMARY
This position provides an opportunity to learn more and get some hands-on experience in the business world as well as in economic development. If you are interested in gaining more experience on a lot of different businesses and how they operate, then this is the job for you.

Under the general supervision of the Manager of Client Process, the Student Assistant will contact potential SBDC clients to schedule intake interviews and support a region-wide Call Center. Some tasks would include: helping our clients to better understand SBDC counseling and training services. The ideal candidate will be self-motivated, resourceful, and have strong communication skills.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES

- Contact potential SBDC clients to schedule intake interview.
- Learn priorities of each Service Center and criteria for accepting potential clients.
- May conduct intake interview with potential clients applying for SBDC counseling services and create report on client assessment.
- Enter, modify and maintain accurate client files and records.
- Interact with potential clients over the phone and explain SBDC services as well as workshops and training programs.
- Register clients for workshops and trainings.
- Create resources and materials for service centers participating in Centralized Intake.
- Support creation, update and use of online tools that assist in client processing.
- Other tasks as assigned.
KNOWLEDGE, SKILLS & ABILITIES

● Excellent interpersonal skills and phone etiquette.
● Experience working in customer service.
● Experience using Microsoft Word, Excel, PowerPoint, Dropbox and Google Docs.
● 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 working with the small business community, and/or economic development programs.
● Prior experience working with confidential information preferred.
● Ability to communicate in more than one language: Spanish preferred.

MINIMUM QUALIFICATIONS

● Pursuing a Bachelor’s degree in education, economics, communications, business or a closely related field; or an equivalent combination of training and experience.

APPLICATION PROCEDURE
Qualified applicants should submit the following items via email to 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: August 22nd, 2022 by 5:00pm