

HSU Sponsored Programs Foundation

Job Announcement

This is not a state position

Job Title: Manager of Client Process (and Call Center)
Location: Arcata, CA
Hours: Full Time, 12 months/year, Exempt
Salary: \$40,000 - \$70,000/year DOE
Project Name: Northern California Small Business Development Lead Center (Norcal SBDC)
Supervisor: SBDC Associate Director of Programs

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 is new, to be established in 2019. Its purpose is to centralize the business client screening and intake processing for our 18 Service Centers located throughout northern California.

The Manager of Client Process 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. 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 Associate Director of Programs, the Manager of Client Process is responsible for planning, implementing and managing a new region-wide Call Center. This position will work closely with senior management and staff of the Service Centers to establish a call-in protocol, the communication channels to individual centers and integration of screening and intake materials with the SBDC client database.

The Manager of Client Process will help our clients to better understand the full potential of our 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 Service Representatives, assure quality control, communicate frequently with the Service Centers' staffs, build online tools and assess effectiveness of the program. The Manager of Client Process 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.
- Learn priorities of each Center and criteria for accepting potential clients.
- Communicate with Business Advisors at Centers to understand their expertise in order to appropriately assign clients.
- Research and streamline client process at 18 centers, identify commonalities, and develop a set of common protocols.
- Hire, train and onboard new Client Intake Specialists.
- Design, develop and train others on client intake and processing protocols.
- Provide coaching and assistance to Specialists on an ongoing basis.
- Create, update and use online tools that assist in client processing.
- Continually communicate organizational updates to Specialists to every employee understands 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.
- Researches and compiles 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
- Experience using Microsoft Word, Excel, PowerPoint, Dropbox and Google Docs.
- 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.
- Ability to communicate in more than one language: Spanish preferred.

MINIMUM QUALIFICATIONS

- At three years 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.
- Must be able and willing to travel overnight multiple times per year.

APPLICATION PROCEDURE

Qualified applicants should submit the following items via email to Chase Kerrigan at cck24@humboldt.edu.

1. HSU application downloaded [here](#)
2. Cover letter
3. Résumé
4. Three professional reference contacts
5. [HSU SPF Employee Information Form for Applicants](#)

Application Review Date: February 25, 2019 (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) 826-5159.

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.