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

JOB TITLE: Office & Client Services Coordinator

LOCATION: North Coast Small Business Development Center (SBDC)
Prosperity Center, 520 E Street, Eureka, CA

HOURS: 20 hours/week, flexible (with possibility of more hours in the future, depending on funding) This is a part-time, non-exempt, 12-month appointment. This is not a permanent position. Continuation of this position is contingent upon satisfactory performance and project funding.

SUPERVISED BY: SBDC Center Director

WAGE: $14.00-18.00/hr. based on experience. Includes vacation and sick time accrual; no health benefits. Retirement eligibility after two consecutive years.

GENERAL INFORMATION

The North Coast Small Business Development Center (North Coast SBDC), serves small businesses and entrepreneurs across Humboldt County, Del Norte county, and Tribal Lands. Primary activities of the North Coast SBDC include business workshops, training events, one-on-one consulting/advising services, and information & referral.

The Office & Client Services Coordinator supports smooth operations and client relations for the North Coast SBDC out of its main office in Eureka, CA. The Coordinator reports to the Center Director of the North Coast SBDC. This part-time position offers paid sick and vacation leave, but does not provide medical or other benefits. Should the position increase to full-time in the future (depending on funding), medical and other benefits will become available.

North Coast SBDC is a program of Humboldt State University’s Sponsored Programs Foundation, and all staff are employees of the Humboldt State University Sponsored Programs Foundation. 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.

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.

POSITION DESCRIPTION

Public Relations
- Ensure that incoming public communications to the Center by phone, email, walk-in, and social media are answered or routed promptly and effectively.

Data Management, File Management & Bookkeeping
- Manage a variety of files and data with strict attention to detail and confidentiality.
- Process and track invoices and expense payment requests

**Event Marketing & Coordination**
- Assist with event and program marketing.
- Perform room scheduling, catering, set up, and participant welcome.
- Process event registrations and payments/refunds.
- Maintain hand-outs and prepare post-event files.

**Operations**
- Oversee Center’s public spaces and maintenance of office equipment.
- Perform occasional administrative support tasks for Center staff or Business Advisors

**Qualifications**

**Education.** High School diploma plus continuing education coursework or certifications acceptable. Associate’s or Bachelor’s Degree preferred.

**Experience: **At least two years’ experience in a professional office setting providing customer relations, administrative, bookkeeping, marketing, or other support preferred.

**Knowledge, Skills & Abilities:**

Required:
- Ability to stay organized and manage interruptions while completing multiple ongoing projects.
- Excellent customer and public relations skills.
- Clear and professional English language communication skills, both oral and written.
- Advanced working knowledge of Microsoft Office Suite, especially Outlook, Word, and Excel.
- High proficiency with accurate data entry, tracking, and management.
- Valid driver’s license and insurance.

Preferred
- Working knowledge of a variety of software, social media, and online systems.
- Spanish language conversational proficiency.
- Interest in or experience with small business and entrepreneurship.

**Application Instructions:**

Complete and send to execdir@northcoastsbdc.org the following application materials:

1. **One page letter** briefly describing one or two reasons you are a strong fit for this role and explaining why the position is a fit for your interests and goals.
2. The NorCal SBDC application form outlining your work/service/educational background. Resume or CV can be included separately, but is not required.
3. **Three reference contacts** from people who know you in a work or community service context. Provide: name, professional role/title, telephone number, email.
4. The HSU SPF Employee Information Form for Applicants

**Application Timeline:** Initial review begins June 2, 2017. Interviews will be conducted during the first half of June. Immediate start date encouraged.
Application Assistance

For assistance with the HSU SPF 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.

If you need job search help or access to a computer or the Internet, please contact The Job Market for assistance at (800) 242-1353 or walk in at 409 K Street, Eureka, CA 95501. [www.thejobmarket.org](http://www.thejobmarket.org)

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