Job Title: SBDC Data Systems Manager  
Location: Arcata, CA  
Hours: Full Time, 12 months/year, Exempt  
Wage: $45,000 - $70,000/annually, DOE  
Project Name: Northern California Small Business Development Lead Center (Norcal SBDC)  
Supervisor: Norcal SBDC Associate Director, Programs

GENERAL INFORMATION
The Northern California Small Business Development Center (Norcal SBDC) is a program 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 Data Systems Manager is a newly created, full-time, 12-month position and is exempt. 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
The SBDC Data Systems Manager position will oversee a regional client management database, managing day-to-day Lead Center and Service Center operations related to data collection. This position will id in developing, implementing and maintaining the Norcal SBDC policies and procedures as it relates to data collection systems in compliance with the national America’s SBDC program accreditation requirements and in accordance with federal, state and local laws.

Under the general supervision of the Norcal Associate Director of Programs, the SBDC Data Systems Manager will be responsible for managing the day operations of the industry specific MIS database, NeoSerra. This position will work closely with senior management and staff of the Service Centers to support the call-in protocol, the communication channels to individual centers and integration of screening and intake materials with the SBDC client database. The Data Systems Manager will provide expertise, training, troubleshooting and technical support to Network Centers and Lead staff. This position will organize, analyze, maintain, design, compile, format and submit data, financial and performance reports, and related Network information and activities; and performs related duties as assigned.

Assigned work requires a detailed knowledge of the operational requirements, an ability to evaluate and improve processes and develop methodologies to effectively manage and present data, as well as the ability to clearly communicate and train staff. While this position is technical in nature, the successful candidate will thrive on working with people to solve problems, and be a strong communicator—both in writing and verbally.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES
• Act as the central point of contact for the Norcal SBDC Network on all matters of the data collection systems with Vendors, the US Small Business Administration, Lead Center and Service Center management and staff.
• Report and escalate appropriate data management issues or discrepancies related to data management and analysis of Network performance data and systems. Responsible for data compilation, quality control and regular upload of data to SBA Systems (EDMIS) and ensure submission deadlines are met.
• Act as technical expert/trainer/liaison to SBDC Lead Center and Service Center Directors and staff on all data collection and system matters; interprets, applies, communicates and implements pertinent SBDC Network policies and procedures and program requirements related to data systems operations.
• Develop, coordinate and deliver specialized professional development trainings in group and one-on-one settings, both in person and via video conferencing.

• Responds expeditiously to routine program operations inquiries, technical and specialized questions regarding data management systems; provides group and one-on-one training to SBDC/Lead staff on such systems; notifies SBDC/Lead staff of revisions/updates on policies/procedures related to changes in U.S. SBA, or State of California grant reporting requirements.

• Design/create relevant reporting tools to assist SBDC Network/Lead Center in understanding performance data and analysis to assist with operational improvement.

• Manage SBDC Network’s current data collection system (NeoSerra), and develops training plan, implementation rollout, updates and usage of data collection systems for all Network staff.

• Monitor and review quality of client and training files. Maintains current published center rosters, codes and personnel data required for SBA data collection systems (EDMIS)

• Develop, maintain, and train all Network staff on performance and benchmark reports and tools, including usage of data collection systems. Assist Lead Center in coordinating and implementing quality control process and systems to evaluate center performance, client evaluations, center milestones verification and validation, and compile relevant reports.

• Participate in development and update of SBDC Network Policy and Procedures manual and assigned sections; develop processes and procedures as related to data collection, management and analysis, and assist Associate Director in updating and distributing Network operations manual, processes and procedures.

• Regularly analyzes and evaluates current processes, recommends and implements process improvements related to network data management; develops, recommends and implements an evaluation system for Service Centers to ensure standard consistency and quality of data collection in all Service Centers locations.

• Assists Associate Director in conducting annual program reviews of service centers, including preparing necessary reports; coordination and preparation of accreditation activities; and assists with periodic SBA and State of California grant reports.

• Develops and produces monthly update reports for the Norcal Regional Director relating to counseling activities and economic impact goal attainment;

• Assists the Regional and Associate Directors with data reporting and analysis necessary for grant applications and renewal proposals.

• Manage permissions and access to NeoSerra in accordance with training and confidentiality requirements.

• Coordinate, manage and compile data required for annual ASBDC Chrisman study and SBA Economic Impact study to meet submission deadlines and requirements.

• Interact with all levels of management, both internally and externally.

• Other tasks as assigned.

KNOWLEDGE, SKILLS & ABILITIES

• Data management principles, methods and techniques including data flow, mapping an analysis

• Knowledge of SBA and SBDC Network structure, system, organization, functions and operations

• Experience with quality control, quality assurance and compliance models, concepts and practices

• Advanced operation of a computer and software applications, including database management and process mapping, excel, word processing, and web systems

• Knowledge of research methods and data analysis techniques

• Excellent interpersonal skills

• Experience working in customer service.

• Ability to provide direction, support and assistance in the operation and compliance areas to management/staff of SBDC network and Lead Centers.

• Ability to interpret, apply, explain and reach sound decisions in accordance with pertinent federal, state and local laws and regulations and regional policies and procedures.

• Ability to prepare clear, concise and comprehensive correspondence, reports and other written materials.

• Ability to establish and maintain effective working relationships with Norcal SBDC Network leadership and staff

• Has demonstrated strong project management and time management, and performance skills

• 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 managing a NeoSerra, or Center IC database system for an SBDC program.
- Prior experience working with confidential information preferred.
- Experience working with a complex CRM system similar to NeoSerra.
- Ability to communicate in more than one language: Spanish preferred.

MINIMUM QUALIFICATIONS

- A Bachelor’s degree in database management, business administration, accounting, finance or closely related field; and at least three years progressively responsible experience evaluating, managing and improving organizational data management systems and related operational processes in a business or public setting; 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 Chase Kerrigan at cck24@humboldt.edu.

1. Completed HSU application downloaded here: https://forms.humboldt.edu/hsu-employment-application
2. Cover letter
3. Résumé
4. Three professional reference contacts

If you have any questions, please call 707-826-3919.

Application Review Date: December 3, 2019 by 5:00 pm (position is 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 is available here.

For assistance with the application process, please submit an Accommodation Request Form that can be found here or call the SPF Office Manager 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.