

Job Description

Position Title: Manager, Small Business Development Center

Job Family: Workforce Development

Job Type: Manager

FLSA Status: Exempt

Salary Grade: 08

Position Summary:

The Small Business Development Center (SBDC) Manager, oversees the daily operations of the Small Business Development Center of Pima Community College (PCC SBDC), reporting to the Director of Innovation and the Small Business Development Center. The PCC SBDC serves Pima and Santa Cruz counties by offering no-fee business counseling and low- to no-free training services. The AZSBDC Network works to help launch, grow, and sustain small businesses in Arizona. The SBDC Manager supervises employees and is responsible for all the Center's daily operations. The SBDC Manager is distinguished from the Innovation and SBDC Director role in that the Director oversees PCC SBDC and Innovation teams' overall strategy, implementation, outcomes, and addresses major issues.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Oversees daily Center business operations to meet program objectives and contractual obligations, including business counseling, training, fundraising, marketing and communications, and the management of grants, budgets, expenditures, events, personnel, procurement, contractors, office space and other areas as assigned.
2. Acts as primary point of contact for Center's daily operations with Arizona SBDC State Office staff (AZSBDC), PCC departments and staff, and other key stakeholders, as needed.
3. Prepares internal monthly grant reports (regular and ad hoc); reviews, approves, and moves through required approvals. Archives/files reports for future audits and accreditation.
4. Oversees client requests for counseling, consultant assignments, intake process, client counseling sessions, session and impact reporting.
5. Establishes and maintains their own portfolio of active clients.
6. Supervises the PCC SBDC business consultants, including planning, organizing, reviewing annual performance, professional development, leave requests/approvals, and evaluating staff deliverables. Participates in hiring, disciplinary and termination actions.
7. For PCC SBDC business consultants, identifies training needs and opportunities; provides staff training and mentoring; ensures staff completion of AZSBDC training requirements, including consultant certification/recertification, annual Conflict of Interest forms, and others.
8. Oversees performance reporting/metrics using client reporting boards/reports; creates and communicates performance to PCC Innovation and SBDC Director and team. Responsible for delivering performance outcomes aligned to SBA and AZSBDC goals.

9. With Director, assists in drafting PCC SBDC unit plan for review and approval.
10. Attends meetings required for PCC supervisors and staff; Schedules and manages PCC SBDC team meetings and one-on-ones with team members.
11. Prepares annual budget draft with Director; submits budget materials for review/approval to Office of Sponsored Projects (OSP); manages budget revisions, reconciliations and related internal approvals with OSP, including required paperwork.
12. Assists in preparing materials, data, and other information for annual AZSBDC strategic plan. Attends strategic planning sessions if Director is unable to attend.
13. Plans and implements annual, quarterly, and monthly training calendar in accordance with grant compliance and client needs; oversees training marketing, recruitment, attendance, delivery, and follow-up, including surveys and materials.
14. Oversees regular and ad hoc marketing and communications activities for internal and external stakeholders, including newsletter, marketing collateral, business cards, signage, trade show materials, social media.
15. Attends mandatory AZSBDC staff events and meetings; attends Directors Council and other AZSBDC meetings and events, including Annual Conference, when Director cannot attend.
16. Prepares narrative draft for review and approval by Director, modifies as needed, archives for future audits and accreditation.
17. Reviews and approves Business Consultant travel requests and other expenditures; ensures proper documentation, including receipts, invoices, and entry into PCC system.
18. Oversees entry of client, training and other data required by AZSBC into client database; addresses and resolves client database issues, warnings, or other related audit issues.
19. Assists in identifying fundraising opportunities among new and existing stakeholders, including grants, sponsorships, program income, and others.
20. Regularly attends community partner events/activities to build and maintain PCC SBDC's brand recognition and community relationships; presents PCC SBDC capabilities at stakeholder forums.
21. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of principles and methods for promoting programs and services
3. Skill in budget/resource management
4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work, and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- **Organizational Culture:** Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Business Administration or related field of study required.
- Three (3) to five (5) years of related experience with professional-level program management experience.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- Master's degree in Business or a related field of study.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.

- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours
- DMV Check/Current and Valid AZ Driver's License