

SBDC Regional Director/Coordinator of Workforce & Community Outreach

Department: Small Business Development Center and Office of Workforce Development & Community Outreach

Job Status: Full Time

FLSA Status: Exempt

Reports To: Vice President of Academic Affairs

Work Schedule: Monday - Friday

Travel Required: Yes

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Position Overview

The SBDC Regional Director / Coordinator of Workforce Development & Community Outreach for Miles Community College (MCC) position has been developed through an innovative jointly funded partnership between Miles Community College, the Montana Department of Commerce (DOC) and the Montana Small Business Development Center (SBDC) to provide leadership toward maximizing effective and efficient alignment and utilization of each organization's assets toward fulfillment of their complimentary missions and strategic objectives for promoting industry driven workforce, community and economic development needs of new and existing small business owners in Custer, Rosebud and surrounding Counties plus other appropriate stakeholders mutually served by the three partners.

The SBDC Regional Director/Coordinator of Workforce Development & Community Outreach for Miles Community College is a full-time (1.0 FTE) annual professional letter of appointment (LOA). The incumbent will lead and manage the hosted SBDC Center and coordinate the College's Workforce Development & Community Outreach programs, and may supervise SBDC Business Advisors, student workers and/or other full-time or part-time employees, if applicable. The incumbent will follow management practices based on ASBDC standards to most effectively operate the SBDC Center. The incumbent will also plan, implement, evaluate and continuously improve workforce development & outreach programs for Miles Community College which are intended to serve business start-up, growth and workforce development needs of small business owners and other relevant constituencies which may include, but are not limited to: referrals to existing MCC credit courses, certificates, and degree programs, as well as, under the direction of the Vice President of Academic Affairs, assist in the development and delivery of non-credit continuing education courses, workshops, camps, retreats, seminars, institutes, conferences, customized training contracts, meetings, receptions, special events and other relevant activities or initiatives.

This position reports to the Vice President of Academic Affairs - and in close coordination on projects and outreach activities with the Dean of Enrollment Management - is primarily responsible for the development, implementation, and continuous improvement of a comprehensive "Small Business & Workforce Development Action Plan" to be approved and evaluated annually by a "Small Business & Workforce Development Council" consisting of a variety of internal and external stakeholders, which may include but is not limited to the following:

Miles Community College Stakeholders:

- President of MCC
- Vice President of Academic Affairs
- Dean of Administrative Service & HR
- Dean of Enrollment Management & Educational Support Services
- Dean of Student Engagement & Auxiliary Services
- Division Chair of Career Technical Programs
- Division Chair of General Education and Transfer o Recruitment Coordinator
- Nursing Director
- Director of Student Success and Retention

Miles Community College Workforce Development and Community Outreach Stakeholders

- SBDC Lead Center Director
- Montana Governor's Education Policy Advisor
- Miles City Area Chamber of Commerce Leadership
- Montana Chamber of Commerce Leadership
- Miles City Job Services Leadership
- Montana Department of Labor Workforce Services Division Leadership
- Montana Business Assistance Connection (MBAC) Leadership
- Custer County District Public Schools Administration Leadership
- OCHE Director of Dual Enrollment & Career Technical Education Pathways
- OCHE Director of Workforce Initiatives and Information
- MT Office of Public Instruction Leadership
- MT Governor's Office of Economic Development Leadership

The "Small Business & Workforce Development Action Plan" will include specifications on strategies, timelines, resource allocations and expected outcomes/deliverables for:

- Engaging stakeholders in coordinated employer outreach to assess specific small business start-up, expansion and/or workforce development needs and opportunities;
- Alignment, integration, and coordination of stakeholder personnel, programs, initiatives, services and resources toward fulfillment of employer identified needs and opportunities, and other priority outcomes/deliverables as required by the Montana SBDC Lead Center and Miles Community College;
- Designing, implementing, and continuously improving consultations, projects, education and workforce training programs (credit or non-credit), services, and resources to support new and existing small business owners with fulfilling their strategic business start-up and/or expansion goals;
- Tracking, reporting and analyzing actual outcomes/deliverables to facilitate formative and summative performance evaluations and continuous program and process improvements.

Essential Functions Statement(s)

- Dedicate a minimum of 40% of time to direct counseling and training activities (based on 1,730 work hours/year).
- Determine the needs of the small business community; meet those needs with consulting, business training programs and other services.
- Work with the SBA and other local service providers (i.e. MCAEDC, SEMDC) to strengthen working relationships to better serve the local small business community.
- Coordinate the development, implementation, evaluation and continuous improvement of MCC workforce development, continuing education and/or customized training programs, courses, certificates, workshops, seminars, conferences, retreats, and other informational or educational events/activities intended to attract, engage, and serve the needs of current and prospective small business owners and other relevant community, economic and workforce development stakeholders.
- Coordinate local small business training and consulting activities to best utilize resources.
- Participate fully in the collection of data and other information to assist in preparation of business plans and financial forecasting for clients.
- Supervise full-time and part-time program staff, adjunct faculty, student workers and volunteers.
- Continually communicate with Lead Center and Miles Community College leadership about submission, maintenance and management of annual operational budget.
- Collect, compile and provide information requested by the Lead Center and Miles Community College for use in quarterly and annual reports.
- Assist the Lead Center, Miles Community College and other community, workforce and economic development stakeholders in the development of private and public sector initiatives to increase and improve services to the small business community.
- Assist the Lead Center and Miles Community College in the preparation of annual SBDC / MCC funding proposals.
- Work with the local media to promote favorable publicity and recognition for the SBDC & MCC programs, services and related outcomes.
- Disclose any and all private business relationships that may conflict with the SBDC, MCC, or community services

- Sign a Confidentiality Agreement, Conflict of Interest form and Code of Conduct, acknowledging that 100% of their time will be spent devoted to approved SBDC/MCC activities and that no consulting is permitted in which any financial gain is accrued by the director or any party that has a business or personal relationship with the director
- Develop and maintain a client case management system that ensures SBDC counseling resources and HC workforce development and community outreach programs are being effectively managed and that all client needs are being met. This system shall include, but not be limited to review, evaluation and monitoring of client cases, which include follow-up with the client and activity reporting.
- Report regularly and immediately into the client management system the activities related to assisting clients, including detailed notes describing the counseling engagement according to ASBDC accreditation standards.
- Submit to the SBDC Lead Center Monthly Reimbursement Requests and report performance outcomes in accordance with the required checklist.
- Attend the quarterly network meetings and any other meetings designated as mandatory by the State SBDC Lead Center Director.
- Maintain a professional development and continuing education plan.
- Ensure two-way communication with the Lead Center and MCC which includes communicating current and potential problems.
- Adhere to the SBA and ASBDC standards of conduct.

POSITION QUALIFICATIONS

Competency Statement(s)

- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Business Acumen - Understands basic business practices.
- Change Management - Communicates changes effectively.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.
- Initiative - Seeks increased responsibilities; Takes independent action.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Improves processes, products and services.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Organizes or schedules other people and their tasks.

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Uses equipment and materials properly.
- Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.
- Inclusion - Provides an environment that is inclusive of all students and supports underrepresented students.
- Assessment - Assesses annual performance and works closing with the institutional research and enrollment management team.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge:

- Considerable knowledge of business financing practices and procedures including: preparation and presentation of sound business plans, financial analysis, use of financial information to analyze business performance and to make recommendations for necessary actions, establishment and maintenance of business accounting systems, analysis of financing options for business start-ups or expansions, and preparation of business financing packages.
- Knowledge of loan programs and loan guarantees for business; Venture Capital investing, business taxation and business incentives.
- Proficiency in preparing and presenting accurate written and oral summaries of financial analyses.
- Ability to manage portfolios of a variety of projects involving technical, administrative, management, and personnel support.
- Knowledge and experience in preparation of annual performance measures and program goals.
- Ability to design and develop business education and outreach programs.
- Ability to analyze and synthesize data from diverse data sources and produce reports to display information in a variety of forms.
- Knowledge of qualitative and quantitative methods for improving program, management, and system process effectiveness.
- Ability to direct, manage, and market a program to a geographically dispersed client base.
- Proficient Technology Skills with Ability to Use a CRM and Other Software Applications for Tracking, Reporting & Evaluating Program Performance Outcomes & Supporting Continuous Program & Process Improvements.

Education: Bachelor's Degree in Business Administration, Finance, Accounting or related fields; an MBA from an accredited institution in a business-related field is preferred.

Experience: At least five years of directly-related experience in Lending, Public Accounting, Business Consulting, Workforce Training & Development, or Business Management. Experience in small business, workforce, community and/or economic development organization may be considered in lieu of education. Demonstrated successful experience with facilitating an on-going process of: establishing annual, quarterly and monthly industry driven and employer focused workforce development & training program event, participant, and budget targets; developing specific outreach program event, budget, & marketing plans designed to fulfill these targets; and conducting regular programmatic review and evaluations to guide evaluation, continuous improvement and strategic expansion of related programs.

Other Requirements Employment history demonstrating knowledge and ability to 1) direct, lead, manage, and market client-based programs 2) apply business management principles and techniques 3) design small business education & training programs 4) identify issues within a small business and propose resolutions 5) develop outreach assistance programs 6) leverage outside public and private sector resources 7) use quantitative and qualitative data to measure analyze and evaluate impact of program delivery and facilitate continuous process and program improvements, is required.

REVIEWED BY (SUPERVISOR SIGNATURE) _____ **DATE** _____

REVIEWED BY (EMPLOYEE SIGNATURE) _____ **DATE** _____

Miles Community College has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the College reserves the right to change this job description and/or assign tasks for the employee to perform, as the College may deem appropriate.