SBDC Response and Recovery Business Advisor

Department: Academic Affairs/SBDC Office  
Job Status: Full-time, Temporary  
FLSA Status: Non-Exempt  
Reports to: SBDC Regional Director

Summary
The SBDC Response and Recovery Business Advisor will join the Small Business Development Center (SBDC) team as the dedicated lead for the response and recovery of small businesses impacted by the COVID-19 pandemic. This position provides consulting and training for small business owners/entrepreneurs impacted by COVID-19 and assists them in stabilizing, recovering, and rebuilding. This position is the subject matter expert for all SBA loan products available to businesses and is responsible for helping owners understand their options.

The SBDC Response and Recovery Business Advisor is a temporary position and is funded with money from the 2020 CARES Act that is set to expire September 30th, 2021. This temporary employment will end with the expiration of the funding.

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.

Essential Functions Statement(s)
Response and Recovery Responsibilities
- Under the leadership of the SBDC Regional Director, manage the execution of the response and recovery work plan to support businesses as they restart, stabilize and recover.
- Become the subject matter expert on business recovery options and act as the conduit between businesses and all local, State, and Federal programs available.
- Serve as business community advocate for recovery help.
- Provide one-on-one consulting for businesses impacted by COVID-19 and consult on topics such as restart strategies and exit strategies, utilizing private sector experts as appropriate.
- Perform outreach to businesses that completed a disaster impact form to learn of their ongoing needs, provide support, and refer them to available resources.
- Provide training on how to maximize PPP & EIDL funding, utilizing private sector experts as appropriate.
• Provide training sessions on the topic of Cyber Security, utilizing private sector experts as appropriate.
• Facilitate in-person and online training events (webinars) that host experts speaking on key topics essential to business recovery.
• Serve, support and attend Response and Recovery meetings/groups as assigned (throughout the 9-County Region).
• Assist in the development of a small business recovery tool kit.
• Accept and respond to incoming calls for businesses in need of response and recovery support.
• Compile, research, and verify responses for client FAQ lists.
• Track economic impact for the SBDC.

Program Responsibilities
• Spearhead, plan and host in-person and virtual training events for covid-19 impacted businesses.
• Conduct COVID-19 outreach within a 9-county region. (Carter, Custer, Dawson, Fallon, Powder River, Prairie, Rosebud, Treasure, and Wibaux).
• Partner with the Senior Area Manager for the Small Business Administration (SBA) to respond to business questions and concerns.
• Ensure all clients served have completed the online client registration process.
• Track all client sessions with detailed notes of services provided and advice given.
• Adhere to SBDC contract requirements.
• Maintain detailed tracking of economic impact for businesses served.
• Manage intake procedures and processes for onboarding new clients.
• Record ongoing interaction and impact in the CRM system (Neoserra) daily and provide monthly progress report to the Academic Affairs office for the MCC Board of Trustees report.
• Coordinate direct mailings, constant contact, technology programs to assist these clients in offering services/trainings (i.e. Zoom), radio ads, newspaper, social media promotions, etc.

Consulting/Training Responsibilities
• Provide high-level fundamental and advanced consulting and technical assistance to recover, stabilize, and rebuild.
• Develop and prepare curricula and presentation materials for training.
• Research and respond to business inquiries.

Other Responsibilities
• Participate in SBDC Network in-person and virtual meetings and trainings.
• Provide backup help to the SBDC Regional Director as needed.
• Participate in projects/events as assigned by the SBDC Regional Director.
POSITION QUALIFICATIONS
Competency Statement(s)
The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform job duties at a high level.

- Leadership Skills – ability to influence, motivate, and elevate others to do more than they knew possible as well as an ability to know when to lead and when to follow.

- Small Business Path – clear understanding of the path to take an idea or concept and develop a solid plan to startup, stabilize, grow, or expand.

- Emotional Intelligence – ability to recognize and discern emotions to guide thinking and behavior to adapt to dynamic environments and collaborative teams.

- Interpersonal Relations – ability to deliver exceptional customer service by exceeding the expectations of clients, stakeholders and colleagues with every encounter.

- Consultation/Advising Skills – keen ability to effectively analyze, interpret, and coach clients from various industries on multi-faceted business concepts to a positive outcome that directs their path to success. Must be able to help clients with all facets of the business planning process.

- Communication Skills— knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, proper grammar, and professional etiquette. Adept at website content management, digital marketing and social media networks and blog engagement.

- Presentation/Facilitation Skills – ability to present, facilitate and lead small and large groups with varying level of expertise.

- Business Insight – keen ability to analyze, understand and deal with a business situation in a manner that is likely to lead to a positive outcome.

- Personal Effectiveness/Time Management - ability to strategically utilize time and resources to manage priorities, timelines, deadlines and details under pressure, with accuracy, and to a high level of proficiency.

- Technical Capability – strong proficiency in fundamental office and computer equipment as well as software programs such as Microsoft Office Suite, CRM platforms and cloud-based software applications.

- Teamwork Oriented – ability to effectively align within a collaborative effort to achieve common goals and outcomes and work for the good of the team.

- Adaptability – ability to modify actions, direction or approach to changing situations and expectations in a respectful and professional manner.

- Ability to speak the language of commercial lenders is required. Commercial lending underwriting and analysis skills is required. Must be able to assist a client with
formulating financial projections as well as financial statement analysis. Must be able to assist a client in building a fundable loan package.

SKILLS & ABILITIES

Education: Associate’s Degree in Business Management or related field; or equivalent combination of education and job-related experience.

Experience: At least 2 years’ experience starting, owning, operating and/or managing a business, or at least 2 years’ experience with providing professional advising, consulting or training services.

Other Requirements: This job requires work-related travel, with occasional overnight stays, to participate in business-related meetings. Occasional driving may be required. Must be able to operate a motor vehicle and have a valid driver’s license. Office hours are generally 8 a.m. until 5 p.m. This is a full-time, hourly position, 40 hours per week. The weekly schedule will be set with the Regional SBDC Director and may fluctuate as a result of early morning, lunch hour, or evening and weekend work. Work is performed in the MCC SBDC office as well as at client or other meeting or project sites.

Physical Demands: While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; speak (with clarity) and hear. The employee frequently is required to walk, sit, and climb or balance. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

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.