



## POSITION DESCRIPTION

**TITLE:** Associate Director, Small Business Development Center  
**FLSA STATUS:** Exempt  
**CATEGORY:** Professional  
**GRADE:** F

**JOB SUMMARY:** Responsible for assisting the Director with planning, organizing, staffing and directing programs, operations, services, and special projects of the Center.

**In-person work on campus is an essential function of this position.**

| <b>ESSENTIAL FUNCTIONS:</b>  | <b>YEARLY PERCENT OF TIME</b> |
|--|-------------------------------|
| 1. Plan and supervise counseling and client caseload management activities. Monitor counseling goal attainment and report counseling performance and impact of services.   | 25%                           |
| 2. Plan and coordinate client outreach activities and monitor results. Assist in developing marketing strategies for promoting the SBDC program and services.  | 15%                           |
| 3. Assist in establishing and maintaining guidelines for program operations; assist with monitoring and ensuring accuracy and program compliance of client and training data and record entered in the WebCATS electronic tracking system.   | 15%                           |
| 4. Assist in supervising counseling support staff and counseling administrative activities of the program; assist with organizing and maintaining storage of counseling inactive files. Assist with implementing guidelines for the destruction of client documents and oversee the shredding of confidential documents. | 10%                           |
| 5. Assist preparing periodic program performance reports for Regional reporting and assist with the preparation of grant funding proposals. Coordinate program co-sponsorships and related engagements requiring memorandums of understanding with external organizations.   | 10%                           |
| 6. Assist in recruiting, selecting, orienting, coaching of SBDC and coordinate professional development activities.  | 10%                           |
| 7. Oversee the client intake process for counseling services. Provide one-on-one counseling to clients and assign client projects to appropriate Business Advisors as needed. Manage client complaints and address conflict resolution issues that may arise regarding SBDC services.                                    | 5%                            |
| 8. Assist in conducting self-study reviews of the SBDC Program in preparation of program on-site reviews. Assist with conducting program surveys and coordinating activities for accomplishing the objectives of the South-West Texas Border SBDC Network Strategic Plan.  | 5%                            |

9. Perform other duties as assigned.

5%

**SUPERVISORY RESPONSIBILITIES:** Direct supervision over assigned staff.

**ESSENTIAL QUALIFICATIONS:**

**EDUCATION:** Bachelor's degree in Business, Management, or related field.

**EXPERIENCE:** Six (6) years of related experience.

**SPECIAL CONDITIONS:**

1. This is a security-sensitive position as defined under the Texas Education Code, Section 51.215; the successful applicant will be required to undergo a criminal background check, as permitted and/or required by applicable law, and in accordance with the College's policies and procedures.

**SPECIAL SKILLS AND ABILITIES:**

**1. Skills/Abilities:**

- Good skills in managing, coordinating and prioritizing multiple tasks;
- Grant writing skills and knowledge in funding sources;
- Strong communication skills; good administrative, supervisory and leadership skills;
- Strong presentations skills and public speaking;
- Spanish language skills helpful.

**2. Equipment Used:** Personal Computer; LAN server, projection equipment, digital camera, typewriter, Xerox copier, Fax Machine, display calculator, and other related equipment associated with an office environment.

**3. Software Used:** Spreadsheet, word-processing, database, e-mail, website, Internet, presentation software, and business analysis software products.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to handle, or feel and talk or hear. The employee is occasionally required to reach with hands and arms; climb or balance and stop, kneel, crouch, or crawl. The employee must occasionally lift and move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

**INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

**WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

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| <b>POSITION TITLE:</b> | <b>Associate Director, Small Business Development Center</b> |
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**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands and work environment factors described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

| PHYSICAL ACTIVITIES:                | Amount of Time |           |            |          |
|-------------------------------------|----------------|-----------|------------|----------|
|                                     | None           | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Stand                               |                |           | X          |          |
| Walk                                |                |           | X          |          |
| Sit                                 |                |           | X          |          |
| Use hands to finger, handle or feel |                |           | X          |          |
| Reach with hands and arms           |                | X         |            |          |
| Climb or balance                    |                | X         |            |          |
| Stoop, kneel, crouch, or crawl      |                | X         |            |          |
| Talk                                |                |           | X          |          |
| Hear                                |                |           | X          |          |
| Taste                               | X              |           |            |          |
| Smell                               | X              |           |            |          |

| WEIGHT and FORCE DEMANDS: | Amount of Time |           |            |          |
|---------------------------|----------------|-----------|------------|----------|
|                           | None           | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Up to 10 pounds           |                | X         |            |          |
| Up to 25 pounds           | X              |           |            |          |
| Up to 50 pounds           | X              |           |            |          |
| Up to 100 pounds          | X              |           |            |          |
| More than 100 pounds      | X              |           |            |          |

| WORK ENVIRONMENT:                    | Amount of Time |           |            |          |
|--------------------------------------|----------------|-----------|------------|----------|
|                                      | None           | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Wet or humid conditions(non-weather) | X              |           |            |          |
| Work near moving mechanical parts    | X              |           |            |          |
| Work in high, precarious places      | X              |           |            |          |
| Fumes or airborne particles          | X              |           |            |          |
| Toxic or caustic chemicals           | X              |           |            |          |
| Outdoor weather conditions           | X              |           |            |          |
| Extreme cold(non-weather)            | X              |           |            |          |
| Extreme hot (non-weather)            | X              |           |            |          |
| Risk of electrical shock             | X              |           |            |          |
| Work with explosives                 | X              |           |            |          |
| Risk of radiation                    | X              |           |            |          |
| Vibration                            | X              |           |            |          |

| VISION DEMANDS:   | Required |
|---|----------|
| No special vision requirements                            |          |
| Close vision (clear vision at 20 inches or less)          | X        |
| Distance vision (Clear vision at 20 feet or more)         | X        |
| Color vision (ability to identify and distinguish colors) | X        |
| Peripheral vision   | X        |
| Depth perception  | X        |
| Ability to adjust focus                                   | X        |

| NOISE LEVEL: | Exposure Level |
|--------------|----------------|
| Very quiet   |                |
| Quiet        |                |
| Moderate     | X              |
| Loud         |                |
| Very Loud    |                |

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employee may be directed to perform job-related tasks other than those specifically present in this description.

*I certify that I have received a copy of this job description. I have read and understand the duties and responsibilities of this position.*

X

*Employee Signature*

*Date*