



POSITION DESCRIPTION

TITLE:	Business Technician	CATEGORY:	Classified
FLSA STATUS:	Non-Exempt	GRADE:	C

JOB SUMMARY: Provide general clerical support services related to the Small Business Development Center (SBDC).

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

ESSENTIAL FUNCTIONS:	YEARLY PERCENT OF TIME
1. Greet and intake prospective SBDC clients for program services; schedule and coordinate appointments for staff and clients; orient clients about SBDC services; provide resource information to clients, agencies and/or organizations.	20%
2. Enter client profile information into a computerized tracking system, maintain and audit client data for accuracy and reporting purposes; create and maintain manual filing system of client files and case information; monitor and audit client case documentation to ensure program compliance and update information as needed.	20%
3. Assist professional staff with client case or projects needing clerical support such as typing, proof-reading, copying and binding loan application forms, business plans, marketing plans and related project documents and proposals.	15%
4. Assist with program surveys by contacting clients to obtain information about satisfaction for program improvement purposes using evaluation questionnaires via the SBDC website, telephone, facsimiles and direct mail.	10%
5. Compile, audit and prepare computer generated program reports.	10%
6. Assist in organizing and maintain management aids, SBA forms, business planning guides, checklists, brochures and literature material for client and staff use; assist in ordering and replenishing office supplies.	10%
7. Assist the SBDC training activities with clerical support as needed with registration, developing training packets, program surveys and announcement mail outs.	5%
8. Schedule conferences and meetings; coordinate travel arrangements and route mail to department staff; attend staff meetings and recommend improvement to program operations and client services.	5%

9. Perform other duties as assigned.

5%

ESSENTIAL QUALIFICATIONS:

EDUCATION: Associate's degree.

EXPERIENCE: One (1) year 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:** Computer skills using a variety of software, good organizational skills and effective oral and written communications skills.
2. **Equipment Used:** Personal Computer, fax, telephone, copier, and other equipment associated with an office environment.
3. **Software Used:** A variety of word-processing, spreadsheet, database, e-mail, and presentation software.

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 regularly required to sit and talk or hear. The employee is frequently required to walk and use hands to finger, handle, or feel. The employee is occasionally lift or move up to 10 pounds. Specific vision abilities required to 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:

Job is performed in general office or comparable working area with occasional distractions such as noise, interruptions, or congested work areas with exposure to some disagreeable elements.

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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. Employees 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 understood the duties and responsibilities of this position.

X _____
Employee Signature *Date*