

Position: SBDC Center Director for the counties of San Joaquin, Amador, Calaveras & Alpine (full-time, salary exempt)

Immediate Supervisor: VP for Global and Domestic Programs, California Asian Pacific Chamber of Commerce

Reporting Agency: Northern California SBDC

Location: Stockton, CA

Salary: Commensurate with experience, with full benefits

Overview

Currently there is an opening for Center Director of the Small Business Development Center (SBDC) serving San Joaquin, Amador, Calaveras and Alpine counties. This is a full-time salary exempt position located in Stockton, California. The Center Director reports to the VP for Global and Domestic Programs of the Cal Asian Chamber, the entity under contract to the reporting agency of the Northern California SBDC (Norcal SBDC).

The San Joaquin, Amador, Calaveras and Alpine SBDC provides business assistance to hundreds of individuals each year. Primary activities of the program include business workshops, training events and one-on-one consulting/advising services with individual entrepreneurs.

Funding for the program comes from the Federal Small Business Administration (SBA) and the State of California's Governor's Office of Business and Economic Development (Go-Biz). While continuation of this position is foreseen for years to come, all SBDC positions are contingent on continued grant funding. This is not a state or federal position.

Position Description

Under the general supervision of the VP for Global & Domestic Programs, the San Joaquin SBDC Project Director (PD) is responsible for managing and directing all functions of the SBDC. This position oversees staff and contract consultants, and is responsible for developing, implementing and evaluating programs designed to provide business advising and training to small business owners. Duties include fiscal management, grant and contract administration, and a high level of interface with the public. The Center Director will represent the SBDC program at a local and regional level within the economic development and business communities.

Essential Responsibilities

- Exemplify California Asian Chamber of Commerce's Mission Vision and Values by exceeding internal and external organization goals and expectations through collaboration and partnership.
- Plan, develop, implement, manage and evaluate the delivery of services to small businesses and entrepreneurs in the counties of San Joaquin, Calaveras, Alpine and Amador.
- Establish SBDC work standards and priorities.
- Establish and work with a local SBDC Advisory Council to set priorities and strategies.
- Responsible for the San Joaquin SBDC meeting and/or exceeding annual performance objectives. Review and prepare analysis of the SBDC activities, costs, and operations to determine progress toward goals. Work with Regional Director and other management staff to review achievements and discuss required changes in goals or objectives.
- Prepare and review ad hoc, quarterly and annual reports and studies.
- Negotiate cooperative and contractual agreements between SBDC and local partner entities.

- Proactive in finding the right consultant talent to meet the small business needs of the community and ability to build new small business programs as the market changes.
- Ability to develop a lender/banks/funders outreach plan.
- Supervise, train and evaluate the performance of assigned staff and independent contractors serving as SBDC business advisors. Conduct regular staff and advisor meetings.
- Create, deploy and manage a work plan for the San Joaquin SBDC Center that correlates to the Northern California SBDC regional strategic plan. Participate on regional strategic planning committees.
- Attend regional SBDC meetings and events held throughout Northern California. Represent the interests and priorities of the designated counties in regional SBDC planning activities.
- Regular engagement within business, economic development, and finance communities. Work to further develop the small business ecosystem in the area.
- Provide leadership in the community around small business development and help to build, sustain, and expand partnerships. Act in an entrepreneurial manner to create opportunities and build resources for the San Joaquin SBDC and the small businesses it serves.
- Initiate, build and maintain relationships with key stakeholders to include city and county economic development entities.
- Promote SBDC activities. Develop, implement and evaluate an outreach plan for the SBDC including strategies for program promotion to attract clients and engage stakeholders.
- Coordinate program activities, trainings, seminars, and conferences with community partners and other SBDCs.
- Manage the Center budget and resource allocation in line with state and federal contract requirements.
- Work in coordination with the Norcal SBDC Headquarters located in Arcata, CA.
- Travel as needed for meetings and engagement with partners.
- Other duties as assigned.

Supervisory Duties

- Set an example for others and presenting oneself in a professional manner that is reflective of our company's core values by performing all duties assigned in accordance with legal regulations and requirements.
- Effectively manages employee performance by consistently providing constructive feedback, taking a collaborative approach to employee development, and administering necessary training including evaluations and performance improvement plans. Hold team accountable and ensure the organization's core values and performance standards are met.
- Manage labor audits and review staff scheduling to ensure efficiency.
- Manage employee attendance and tardiness for accountability, and to ensure appropriate staffing levels are obtained; run regular attendance reports and administer progressive disciplinary action, if necessary.
- Communicate with staff on any on changes or updates to CAPCC policies or procedures, and train accordingly.
- Develop departmental training material based on current workforce skillset.

Minimum Qualifications

- Familiarity with the small business market and how to serve the businesses/owners.
- Principles of successful fiscal accountability including budget management.
- Demonstrated skill in making presentations to community groups.
- Demonstrated ability to plan and execute a variety of events (large and small).

- Experience using Microsoft Word, Excel, PowerPoint, Dropbox and Google Docs.
- Ability to direct, supervise, plan and evaluate work of staff and contractors.
- Strong project management, time management, and performance measurement skills.
- Ability to develop strong relationships and work with senior level executives.
- Ability to work effectively as part of a management team.
- Ability to prepare clear, concise and timely reports and correspondence.
- Must be able and willing to travel overnight multiple times per year.
- Must possess a valid California driver's license.

Preferred Qualifications

Preference will be given to candidates who demonstrate the following:

- Prior experience working for an SBDC program, a non-profit, and/or grant/contract program.
- Prior direct business consulting, training or teaching experience.
- Prior experience working within the small business community, economic development programs, and/or small business ownership.
- Prior experience working for an educational institution.
- Ability to develop a fund development plan to expand service center capacity.

Education and Experience

A bachelor's degree in a business-related field and four years' experience in small business management, economic development, consulting and or other management experience including: Non-profit or corporate management, small business lending, grant writing and management, development, management and evaluation of programs delivered to the public and supervision of staff and/or contractors.

Application Procedure: Qualified applicants should submit a letter of application, resume and three professional references to the human resources department via email to Bianka Melecio at bmelecio@calasiancc.org.