



Job Title: Grand Junction SBDC Program Assistant
Reports To: Grand Junction SBDC Director

Job Summary

This position supports the programming of the Grand Junction Small Business Development Center (SBDC). The primary functions include marketing, administration, communications, and event/programming facilitation.

Overview

The Grand Junction SBDC is a well-established center which serves the tri-county areas of Mesa, Garfield and Rio Blanco counties. The SBDC serves the Colorado business community with non-credit education and one on one business advising. The main office is located the Business Incubator Center in Grand Junction, and the successful candidate will be an employee of the Business Incubator Center.

The Grand Junction SBDC Program Assistant is a part-time, non-exempt position with benefits. The schedule is estimated at 20-25 hours per week, Monday through Friday, with varied schedules and occasional evening hours. While continuation of this position is foreseen for years to come, all SBDC positions are contingent on continued federal and state funding. This is not a state or federal position.

Major Accountabilities/Essential Functions (% of Time Spent)

Listed in order of importance, the following duty statements are illustrative of the essential function of the job and do not include other non-essential duties that may be required.

Program Support (50% of Time Spent)

- Support the SBDC Center Director to successfully conduct trainings and programming.
- Serve as the point of contact on SBDC specialty programs (eg. Leading Edge Strategic Planning Series, C2DOT Planning Series, Early Childcare Development Series, etc).
- Execute and plan in-person events, including all aspects of vendor management, promotions, registration, and community/sponsor reporting within the established budget.
- Work with the SBDC host institution and SBDC lead office to develop marketing materials to promote and publicize events and programming including flyers, email newsletters, press releases and social media marketing.
- Help to recruit presenters or panelists for programs.
- Provide pre-event training and communications to presenters.
- Assist in hosting and facilitating webinars.
- Ensure program materials are prepared and organized prior to training sessions.

Client and Consultant Support (25% of Time Spent)

- Serve as a representative for the Grand Junction SBDC by responding to client phone calls and emails in a timely and professional manner.
-

- Proactively support other SBDC staff and consultants by identifying and communicating resources for client support.
- Respond to basic business needs and inquiries from clients as ability allows.
- Meet with clients and provide subject matter expertise under the guidance of the SBDC Director.
- Complete follow-up with clients to track their progress and share success stories.
- Collect success stories, client testimonials, and track media coverage for the Grand Junction SBDC and for regional small businesses.
- Support the host institution, the Business Incubator, in developing press releases to promote the services and programming of the Grand Junction SBDC.

Other Long-Term Support (25% of Time Spent)

- Provide CRM system administrative support in the form of report production, data cultivation, and client session notes input.
- Assist in monitoring client consulting hours, responses from client satisfaction surveys, feedback from stakeholders and community partners.
- Coordinate office purchases and procurement of necessary items for SBDC operations (eg. marketing flyers, business cards, etc).
- Other duties as assigned by the SBDC Director.

Job Qualifications

Education

Minimum Education (Minimum education or degree required):

High School Diploma or equivalent

Preferred Education (Preferred education or degree):

Associate's or Bachelor's in Marketing, Finance, Accounting, or related coursework

Experience

Minimum Work Experience and Qualifications (Minimum years of job experience, skills or abilities required for the job):

Minimum of two years' experience in an administrative position with customer service responsibilities.

Preferred Work Experience and Qualifications (Preferred years of job experience, skills or abilities):

Bilingual - Spanish and English

Prior experience owning, operating, or working with small businesses

Prior event coordination experience

Understanding of social media management

Office management and administration experience

Knowledge, Skills and Abilities

Ability to prioritize, organize, and focus on several projects simultaneously. Must be self-motivated and deadline conscious. Must be naturally detail-oriented and provide timely and consistent follow-through. Strong written and verbal communication skills required. Must be comfortable with basic copywriting and editing, including the ability to develop content for a variety of audiences.

Ability to develop customer-focused relationships with clients; to anticipate, recognize and fulfill client needs consistently. Confidentiality is required to maintain the confidence of clients and partners.

The Program Assistant will be comfortable in the ability to solve problems and provide appropriate communication to operate efficiently as a member of a working team. Must be able to work cooperatively with a variety of people with different experiences, backgrounds, interests, attitudes, personalities, and demands on their time.

Ability to sustain periods of high stress in facilitating positive outcomes for all, creating solutions, plans or approaches to fit individual cases.

The Program Assistant is responsible for representing the Grand Junction SBDC and our affiliated partners in a positive manner at all times.

Comfortable operating basic computer platforms and software systems.

Licensure, Certification, or Registration

Complete SBDC on-boarding modules as part of initial training.

Working Conditions/Physical Requirements

The position is largely office based, however, remote work arrangements which align with the host institution's remote work policy will be considered. The ideal candidate will reside within the Grand Junction SBDC region. Occasional travel may be required to provide program support and/or to attend state training or events. Hours and schedule are somewhat flexible, but the coordinator must be available to respond to and conduct client and consultant support within standard business hours. Programs or events may occasionally require evening or weekend support.

Application Process

Applicants should submit a cover letter and resume which includes references to the Grand Junction SBDC Center Director, Tracy Baker, by email at tbaker@gjincubator.org with the subject line "SBDC Program Assistant". Due to the large volume of resumes we receive; we do not acknowledge receipt of each resume and are unable to give status updates. If a strong match is found between your qualifications and the requirements of the position, a member of the recruiting staff will contact you to further discuss the career opportunity.

Compensation & Benefits

Hiring range between \$17 - \$20 hourly

Benefits package including:

- Paid annual leave
- Paid sick leave
- Paid holidays
- Retirement planning available