

## **Position Description**

### **Office Supervisor, Small Business Development Center Department: Small Business Development Center**

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#### **POSITION PURPOSE**

The Office Supervisor, Small Business Development Center (SBDC) plans, schedules and performs a wide variety of secretarial and clerical support duties in order to coordinate the daily operational activities of the office.

#### **NATURE AND SCOPE**

The Office Supervisor, SBDC supervises hourly and clerical support staff.

The Office Supervisor, SBDC is responsible for prioritizing the daily operations of the office, scheduling consultants to the appropriate client, ordering office supplies, and hiring clerical staff. Other decisions, such as the hiring of consultants and policy or procedural changes, are referred to a higher authority.

The major challenges faced by this position include dealing with various members of the public, and meeting the needs of the consultants and clients.

#### **EXAMPLE OF KEY DUTIES AND RESPONSIBILITIES**

1. Answers calls to the Center and routes clients as needed; schedules appointments for appropriate consultants and workshops.
2. Inputs client data on Management Quality System; sets up and manages files
3. Coordinates workshop schedules with other satellite offices; prepares and mails press releases.
4. Assists client with various applications for assistance e.g., Minority Pre-Qualification Loan Packaging; reviews and proofs documents for accuracy, completeness, and conformance to applicable rules and regulations.
5. Manages database, files, time sheets, and other record keeping for the office; gathers quarterly report information in accordance with State and Federal agency policies and procedures.
6. Schedules appointments and meetings for Director, SBDC.
7. Performs related duties as required.

## **EMPLOYMENT STANDARDS**

### **Knowledge:**

In-depth knowledge of all District policies and procedures  
In-depth knowledge of California Trade and Commerce Agency-CSBDC, U.S. Small Business Administration and College requirements and procedures  
Human resources management  
Human resources training and development  
Basic business theories, principles and practices including marketing

### **Skills and Abilities:**

Strong analytical skills  
Strong problem solving skills  
Excellent interpersonal skills  
Excellent negotiating skills  
Excellent written and oral communication  
Management, organizational and supervisory skills

### **Education and Experience:**

High School Diploma  
2 years college or vocational training  
2-4 years directly related experience; office management preferred

### **Working Conditions:**

Typical office conditions  
Ability to lift up to 50 lbs.

*This is a temporary, specially funded position subject to annual (calendar year) renewal of funding.*