



SBDC Program Coordinator

Reports To: Vice President, Economic Development
F.L.S.A.: Non-Exempt
Last Revised: January 2019

Summary: Seeking outgoing individual to interact with small business owners, Small Business Development Center (SBDC) consulting team, Metro Chamber Public Policy & Economic Development department and community partners in a very positive and professional manner. Important to have strong communication, customer service and organizational skills to ensure excellent client experience.

Need to excel at establishing, building and maintaining relationships and be a positive representative of the SBDC and Metro Chamber in the community.

Important to have a positive, professional individual that communicates well with the entire Metro Chamber and SBDC team of consultants, clients and staff. Belief in our mission to serve the small business community is vital to their success.

Function: The SBDC Program Coordinator is responsible for client intake and onboarding. Also responsible for marketing and programming support functions related to the Small Business Development Center. Must be comfortable multi-tasking, handling phone inquiries and skilled with Microsoft word, PowerPoint and Excel.

Requirements:

- Individual must be a college graduate or equivalent work experience.
- Excellent interpersonal and communication skills, written and verbal.
- Strong organizational management and follow through.
- Familiarity with various social media platforms and tools.
- Ability to perform a wide variety of administrative duties without close supervision.
- Fluent with Word processing, spreadsheet, database and presentation software.
- Experience with non-profit and/or small business operations is a plus.

Primary Job Responsibilities:

- Coordinate consultant schedules with client needs.
- Evaluate potential SBDC clients to determine their need for workshops/consulting.
- Coordinate logistics for ongoing programs, workshops and trainings.
- Coordinate SBDC workshops – venue and presenter management, marketing, registration and payment processing, audio-visual set-up, webinar delivery, hand-out materials, highlighting SBDC services and evaluation process.



SMALL
BUSINESS
DEVELOPMENT
CENTER
CAPITAL REGION

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- Work with graphics and communications team to prepare SBDC workshop and collateral materials. Keep these materials up to date.
- Assist with maintaining and posting social media updates.
- Work with Metro Chamber marketing department to develop content, produce and distribute the SBDC newsletter and social media platforms. Document and develop SBDC success stories in multiple media formats.
- Assist with SBDC database management.
- Participate in community outreach with Chambers, Financial Institutions and other community partners relevant to the SBDC marketing.
- Track client success and assist with success stories and nominations for small business awards.
- Must be a team player and willing to engage with entire Metro Chamber team.
- Provide support to the SBDC Director as needed.
- Perform other duties as assigned.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.