

Cal Poly Humboldt Sponsored Programs Foundation

Job Announcement

This is not a state position

Job Title:	Program Manager
Wage:	\$50,000-\$70,000 annually, DOE
Position Status:	This is a full-time, non-exempt, 12-month appointment.
Location:	Hybrid work from Sacramento County LEAD Center Office
Supervisor:	NorCal SBDC Business Development Director

GENERAL INFORMATION:

The Northern California Small Business Development Center is a program of Cal Poly Humboldt's Sponsored Programs Foundation and is operated with special funding under contract in cooperation with the U.S. Small Business Administration. The program serves the business community in northern California (36 counties of San Francisco Bay Area, Silicon Valley and north to the Oregon border) with non-credit education and consulting. This position is a full-time, benefited, 12-month position located in the Sacramento Area.

JOB OVERVIEW:

We are currently seeking a dedicated Program Manager to help manage the Special Programs of NorCal SBDC, a vital partnership between the 18 service centers and Cal Poly Humboldt, funded by the U.S. Small Business Administration. Our new Program Manager will play a pivotal role in overseeing our team of staff and contracted consultants, and driving the development, implementation, and evaluation of our essential business advising and training to small business owners across 36 counties. Our new colleague will work with the Business Development Director to manage fiscal resources, administer grants and contracts, and actively engage with the public to ensure the success and impact of our SBDC programs. Additionally, the SBDC Manager will represent the SBDC program within both local and regional economic development and business communities, fostering strategic partnerships and advocating for small business interests.

The Program Manager will primarily work during standard business hours, Monday through Friday. The SBDC team typically works at least three days per week in the Sacramento offices and makes on-site visits to client businesses or partner locations as needed on other days. Occasional evening and weekend commitments are expected and important in connecting with clients and the community through our programs, partnerships, and community events.

Essential Duties and Responsibilities:

- Plan, develop, implement, manage, and evaluate the delivery of services to small businesses and entrepreneurs in the 36 county SBDC service area.
- Ensure execution of the annual performance objectives for Special Programs.
- Create and manage relationships with partners and stakeholders in business, the community, and government. Be available for outreach and relationship management opportunities that fall outside of traditional business hours.
- Supervise, train, and evaluate the performance of assigned staff and independent contractors serving as SBDC business advisors.
- Maintain stakeholder engagement with business and economic development partners, community organizations, and other resource providers to promote SBDC services.
- Recruit advisor talent to meet the small business needs of our communities; develop and implement new programs that are responsive to the changing needs of small businesses in the region.
- Manage the Special Programs budget and resource allocation in compliance with state and federal contract requirements and in collaboration with the Business Development Director and Finance team.
- Negotiate agreements between SBDC and local partner entities.
- Communicate regularly and submit reports as required to the NorCal SBDC Lead Center.
- Communicate and coordinate staff training on changes or updates to SBDC policies or procedures. Develop training material that is responsive to advisor needs.
- Managing logistics for business owners and entrepreneurs, including securing speakers, venues, catering, sponsorships, and coordinating partner outreach and communications.
- Effectively manage 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 the team accountable and meet the organization's core values and performance standards.

Qualifications:

Preference will be given to candidates who demonstrate all or many of the following:

- Interest in or experience with small business and entrepreneurship.
- Experience in a professional office setting providing customer relations, administrative, bookkeeping, marketing, or other support to the public.
- Competence with client or customer databases and Zoom or similar web-conferencing platforms.
- Basic digital marketing skills: using web page CMS, making social media posts, simple graphic design using Canva or the like, etc.
- Ability to stay organized and accurate while managing interruptions.
- At ease working with people from diverse socioeconomic, cultural, ethnic, and disability backgrounds.
- Capacity to create healthy and cooperative working relationships with team members.
- Bachelor's degree or comparable combination of at least 2-3 years of experience in small business ownership, economic development, management, and or administrative.
- Passion for entrepreneurship and economic development, particularly within and for socioeconomically diverse communities.
- Understanding of small business financing and access to capital, including the role of CDFIs in community financial development.
- Experience in nonprofit organization and government grant program management, delivering program excellence on time and within budget.
- Understanding of government grant reporting requirements and grant budget management is highly preferred.
- Ability to prepare clear, concise, and timely reports and correspondence.
- Excellent organization skills and detail orientation; Ability to address multiple priorities and program deliverables simultaneously.
- Excellent interpersonal skills with the ability to communicate a compelling and inspired sense of purpose.
- Comfort working in a small, highly communicative, collaborative, fast-paced, and mission-driven organization. Ability to manage and inspire staff and to work well in a team.

- Good judgment in safeguarding confidential or sensitive information and adhering to high standards of confidentiality and honesty in all client interactions.
- Experience and comfort with Google Platform, Zoom, client databases, and government reporting portals.
- Ability to travel throughout our 36 Counties for client outreach, program marketing, building partnerships with fellow organizations, and celebrating client successes at their places of business
- Strong project management and time management, and performance skills.
- Very effective in written communications—technical, formal and informal.
- Strong verbal communications—one-on-one, on the phone and videoconferencing

KNOWLEDGE AND ABILITIES:

Knowledge of and experience in project and program management; ability to communicate effectively verbally and in writing; exhibit leadership in management and planning; effectively plan, organize and evaluate programs; develop and effectively manage a budget; evaluate computer systems needed to operate the program; establish and maintain cooperative working relationships with business and industry representatives in diverse fields and from a variety of ethnic and economic backgrounds; perform effectively under the pressure of deadlines and other administrative demands.

Required / Minimum Qualifications

These qualifications are necessary to do the job:

- Working knowledge of Microsoft Office Suite, especially Word, Excel, and PowerPoint.
- Working knowledge of Google Suite, especially Gmail, Calendar, Drive, Docs, and Sheets.
- Excellent customer and public relations skills.
- High proficiency and attention to detail for accurate data entry, tracking, and management.
- Strict respect for confidentiality.
- High School diploma plus continuing education coursework or certifications, or equivalent experience.
- A valid California driver's license. (Very occasional travel to event venues or our satellite offices may be required.)

WORKING CONDITIONS

This individual will work in an office setting open to the public Monday-Thursday, 9 am to 5 pm, with the option to work from home on Fridays. The position requires working occasional evenings, and rare weekends, to support learning programs and perform community outreach duties. This individual will spend a significant proportion of working hours on a computer and/or telephone.

Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions, including: lifting and carrying materials weighing up to 20 pounds; reading printed materials and a computer screen; and communicating over the telephone and via Zoom or similar web-conferencing programs.

APPLICATION PROCEDURE

Qualified applicants should submit the following items via email to careers@norcalsbdc.org

1. Cover letter
2. Résumé
3. Three professional reference contacts
4. [Cal Poly Humboldt SPF Employee Information Form for Applicants](#)

Position will remain open until filled. Apply before 10 am on September 30th, 2024 to be included in the first round of application reviews.

Cal Poly Humboldt Sponsored Programs Foundation is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other legally protected status. More information about Cal Poly Humboldt SPF's Equal Employment Opportunity hiring can be found [here](#).

SPF adheres to the policy of employment at will, which permits the employer or the employee to end the employment relationship at any time, for any reason, with or without cause or notice as permissible by law. No SPF representative other than the Executive Director may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Maintaining eligibility to work in the United States is a condition of employment. Cal Poly Humboldt Sponsored Programs Foundation does not sponsor visas for staff, management, or temporary positions.

For assistance with the application process, please submit an Accommodation Request Form, which can be [found here](#) or contact ADA Coordinator at 707.826.3626 or confidential fax at 707.826.3625. For more information regarding accommodation, you may also visit the Cal Poly Humboldt Human Resources website at <https://hraps.humboldt.edu/reasonable-accommodation>. Individuals in need of a telecommunications relay service may contact the California Relay Service at 877.735.2929 TTY.