



## Job Description: SBDC Assistant Program Coordinator

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Job Title: SBDC - Assistant Program Coordinator  
Department: Joseph Business School  
Reports to: Director, SBDC  
Status: Exempt

### *Position Summary*

Report to and assist Director of SBDC in managing the available business resources and programs. Execute all administrative functions for the SBDC Program.

### *Essential Responsibilities includes but not limited to:*

#### **Business Incubators**

- Manage the Center to ensure high levels of occupancy; clients served and customer satisfaction
- Market and conduct viewings of vacant spaces
- Complete negotiations and leasing requirements for all clients
- Coordinate with IT and Property Management to ensure high standards of presentation and maintenance of facilities and equipment
- Implement a monthly newsletter for tenants and clients
- Finance and Collections by taking an active role in coordinating with accounting to ensure timely payment and collections of rent and fees

#### **Resource Library, Carver Innovation Center & Computer Lab**

- Stock appropriate levels of business periodicals and web-based resources to assist clients, Joseph Business School students and the community with research tools for business success
- Increase awareness and utilization of available business resources to the broader business community
- Maintain up-to-date software and hardware systems

#### **Administrative**

- Support SBDC Director and Business Advisors
- Serve as backup for Admin team in managing phones, proctoring PearsonVue exams, and other administrative duties
- Work with the incubator clients for greater support
- Maintain and track key metrics for SBDC Maintains workflow by studying methods; implementing cost reductions; and developing reporting procedures.
- Create and revise systems and procedures by analyzing operating practices, recordkeeping systems, forms control, office layout, and budgetary and personnel requirements; implementing changes.
- Develop administrative staff by providing information, educational opportunities, and experiential growth opportunities.

- Resolve administrative problems by coordinating preparation of reports, analyzing data, and identifying solutions.
- Ensure operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Provide information by answering questions and requests.
- Maintain supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Completes operational requirements by scheduling and assigning administrative projects; expediting work results.

### **Key Skills Requirements/Qualifications**

- Excellent written and verbal communication skills
- Comfortable and effective in selling and negotiation skills
- Work independently using effective public relations skills with little direction
- Detail-oriented, with strong organizational, analytical, and planning skills.
- Excellent organization skills with an ability to prioritize and manage multiple tasks and a variety of demands.
- Commitment to maintaining confidentiality and a high degree of accuracy in donor records.
- Must be able to work in an environment of constant demands and frequent interruptions.
- Demonstrated ability to work accurately and effectively with computerized data systems and basic accounting principles.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to initiate and build relationships with prospective corporate and foundation donors and interact via telephone and in person with institutional representatives.
- Current driver's license

### **Education and Experience Requirements**

- Bachelor's Degree or 5+ years related field experience
- Strong communication skills and financial aptitude