



Job Description: Director, Illinois ITC at the Joseph Center

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Department: The Joseph Center
Reports to: Director, SBDC-ITC at the Joseph Center
Status: Exempt

Position Summary

Provide leadership to plan, organize, and manage all of the activities related to the International Trade Center (ITC) including financial accountability.

Essential responsibilities include but are not limited to:

ITC

- Grow the International Trade Program at the Illinois SBDC at the Joseph Business School
- Provide one-on-one consulting to Illinois small and medium-sized businesses seeking international trade assistance. This assistance will provide international trade information, preliminary market research for clients, and assist clients in developing an international marketing plan and/or business strategy. Services shall include but not be limited to:
 - Evaluate a company's export capability and readiness.
 - Identify and analyze a company's international trade needs and hurdles.
 - Provide in-depth advice on international trade techniques, export processes, and international market opportunities.
 - Provide advice on pricing, documentation, finance options, shipping and logistics information, translation, foreign market and industry research, tariff schedules, and industry classifications.
 - Conduct market research using appropriate reference material and databases to assist companies to identify international markets with the greatest potential for their product or service.
- Research and develop material necessary for clients' needs.
- Serve as an outreach partner of the Department of Commerce's Illinois Office of Trade and Investment (OTI) promoting OTI services, trade shows, and other programs. Provide referrals to other appropriate Department of Commerce programs.
- Establish and maintain follow-up contacts and network with other private and public sector international trade providers and resources.

- Develop and facilitate an annual international trade training/workshop program with at least eight events on the basics of exporting, international market opportunities, and other appropriate topics. Also, include Exporters Forums or similar networking sessions to assist new-to-export companies to develop mentor relationships.
- Develop and facilitate international trade missions
- Develop, maintain, and update an international trade library of resource materials, resource providers, referral sources, and other information necessary to assist small business exporters, including access to all materials provided through the National Trade Data Bank and other electronic resources.
- Establish and maintain a basic international trade library that contains export-related periodicals, U.S. Department of Commerce, U.S. Small Business Administration, other federal agency publications, and State of Illinois materials. Publications shall cover such topics as the basics of exporting, international marketing, country/market trends and statistics, industry statistical data, financing, and other relevant reference materials.
- Assist in coordinating major annual events such as the Business and Leadership Conference, Business Expo, and Pitch Competition.
- Maintain client files with appropriate records, notes, economic impact, and other statistical information required in Neoserra.
- Contribute viable ideas for improving ITC Center production and economic impact and assist in the implementation of those ideas.
- Prepare reports as required.
- Write at least six success stories annually.
- Other duties as assigned.

Key Skills Requirements/Qualifications

- Excellent written and verbal communication skills
- Detail-oriented, with strong organizational, analytical, and planning skills.
- High level of customer service expertise in greeting and customer care
- Excellent organization skills with an ability to prioritize and manage multiple tasks and use proactive problem-solving skills.
- Commitment to maintaining the confidentiality and a high degree of accuracy in client records.
- Must be able to work in an environment of constant demands and frequent interruptions.
- Demonstrate the ability to work accurately and efficiently with computerized data systems and basic accounting principles.
- Ability to maintain a high level of poise and professionalism in all circumstances.

Education and Experience Requirements

- At least five years of experience in international trade business development with a business or economic development organization.
- Knowledge of, or experience, in international trade associated activities
- B.A. or B.S. in Business Administration, International Business, or related field with substantial business experience.
- Proficient in Microsoft Office Suite and with technology.
- Foreign language skills preferred
- Previous experience executing international trade missions preferred