“BIG PICTURE” RESPONSIBILITY

Under the leadership and guidance of the Director of the Small Business Development Center (SBDC) the Assistant Director will assist in leading the delivery of business counseling and training services in the Antelope Valley, San Fernando Valley, and Santa Clarita Valley, and represent the Santa Clarita Community College District’s SBDC at Small Business Administration (SBA), SBA Partner Resource, Los Angeles Regional SBDC Network, community, business and partner events and SBDC trainings. The incumbent will maintain current SBDC programs and participate in the design and implementation of new SBDC programs in accordance with goals, regulations, philosophies and SBA/SBDC policies. The incumbent will assist the SBDC Director with the management and leadership of the SBDC counseling and training services, and will also provide business counseling to business owners, entrepreneurs and individuals considering starting new businesses, or established business owners, utilizing a variety of delivery methods.

ESSENTIAL DUTIES

1. Responsible for being the primary point of contact for client intake, including communicating program expectations and requirements, defining expectations, assessing client needs, developing a plan of action, providing guidance and/or referring to the appropriate SBDC Team Member, and maintaining SBA/SBDC compliance. The intake can occur in multiple locations within the service territory utilizing a variety of delivery methods.

2. Assists with the leading of SBDC Business Advisor/Instructor Team delivery of business counseling and training services.

3. Provides a high level of customer service to SBDC clients and training participants.

4. Provides general business consulting to clients, and/or refers clients to the appropriate SBDC Business Advisor to help the client achieve economic impact.

5. Conducts client follow-up activities and completes economic performance reports.

6. Assists with the training of and works with SBDC College Assistants and/or other temporary help, as needed.

7. Responsible for assisting with the administration of the SBDC operation including: demonstrating proficiency in using the NeoSerra client database system, reviewing and evaluating the results of program activities; allocating resources for program effectiveness and efficiency in delivering business support, training, and counseling services.

8. Helps ensure SBDC compliance with SBA/SBDC and District policies and procedures.

9. Promotes the SBDC as a resource at SBA, SBA Partner Resource, Los Angeles Regional SBDC Network, community, business and partner events and SBDC trainings throughout the service territory.

10. Ensures compliance with Privacy Act of 1974 and confidentiality of client records and files, and training records and files, per program requirements.

11. Exercises tact, discretion and diplomacy in dealing with sensitive matters, complex issues and situations.

This position is a high priority for our district for the 2016-17 year, and is contingent upon continued available district and state funding.
Effectively utilizes and helps maintain the accuracy of program-related data; updates client records in the NeoSerra client database system, as needed.

Performs other duties as assigned by Director.

MINIMUM QUALIFICATIONS
Experience: At least three years of business consulting experience, with business management or operations management experience. Experience with NeoSerra client database system preferred.

Education: Requires Bachelor’s degree in Business or business-related field. Education received in foreign colleges or universities will be considered. Master’s degree a plus.

LICENSES/CERTIFICATIONS: Incumbent must possess a valid California Class C or higher driver’s license in order to travel in District and/or privately owned vehicles while engaged in official business.

KNOWLEDGE OF:
2. Interviewing and consultation techniques.
3. Organizational methods and techniques.
4. Management concepts, principles, and approaches.
6. Human resource and supervision principles and practices.
7. Principles of planning and development of feasibility analysis.
8. Marketing concepts, principles, and techniques.

ABILITY TO:
1. Work with team of SBDC professionals including many with graduate degrees and professional certifications.
2. Demonstrate effective listening skills.
3. Analyze business needs and provide guidance.
4. Work independently and as a team player.
5. Function effectively under tight deadlines, multiple priorities, matrix environment, etc.
6. Communicate effectively orally and in writing.
7. Maintain confidentiality of client, training, and employee records.
8. Demonstrate awareness, sensitivity and understanding of the diverse academic, socioeconomic, cultural, disability, military status, marital status, gender, and ethnic identities of community college students and employees, clients, training participants, and the community members, and effectively work with them through the SBDC.

SALARY PLACEMENT
This Classified administrator position will be on an individual contract and exempt from overtime and compensatory time accumulation. The salary range for this position is $80,000 - $85,000 annually. Salary placement will be commensurate with qualifications and experience.

PHYSICAL CHARACTERISTICS
Position requires sitting and viewing a computer monitor for extended periods of time; dexterity of hands and fingers to use a computer keyboard and/or access to an application or tool that allows verbal communication for input through a computer; reaching, bending and stooping; exert 10 to 20 pounds of force to lift, carry, push, pull or otherwise move objects; hearing and speaking to communicate and provide information to others; vision to read printed materials and computer monitor; and travel from site-to-site.

DISTRICT CLASSIFIED ADMINISTRATIVE EMPLOYEE BENEFITS
Full-time employees are provided with a diversified employee benefits program that includes sick time, vacation time, discretionary time, medical, dental and vision insurance including dependent coverage, disability and life insurance as well as Section 125 options. These benefits commence on the first of the month following date of hire. Professional development and educational incentive opportunities are provided to all classified administrative employees. Classified employees contribute to the Public Employees’ Retirement System (PERS), a defined benefit retirement plan through the State of California.

CONDITIONS OF EMPLOYMENT
Successful completion of background fingerprint clearance, pre-employment physical examination (disabilities not related to the physical job will not affect the application process) and TB screening.

Proof of eligibility to work in the United States and signing of loyalty oath per government codes 3100-3109.

Meeting applicable eligibility requirements under CalPERS or CalSTRS if you are a current or former member.

Board of Trustees approval.

Official, sealed transcripts are required upon offer of employment.

Position is contingent upon SBDC funding.

Flexibility to work evening and weekend hours, as needed.
EQUAL EMPLOYMENT OPPORTUNITY

The Santa Clarita Community College District does not discriminate on the basis of race, religious creed, color, ethnic or national origin, ancestry, citizenship status, uniformed service member status, physical disability, mental disability, medical condition, marital status, sex, pregnancy, age, sexual orientation, gender identity, or any other protected basis under the law.

Applicants who have disabilities may request that accommodations be made in order to complete the selection process by contacting the Human Resources office directly at (661) 362-3427.

ABOUT THE DISTRICT

Innovative. Collaborative. Entrepreneurial. These characteristics not only define College of the Canyons, but also mark the faculty, staff, and administrators who make this college one of the most unique among the 113 California Community Colleges.

Established in 1969, College of the Canyons is among the fastest growing community colleges in the nation. It is widely recognized as a model community college for enhancing student access, success, and equity. In fact, its completion rates rank among the highest in the state. The college has also established a well-deserved reputation for bolstering economic development, and offering innovative career technical education responsive to industry needs.

Guided by visionary leadership, College of the Canyons serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. A steady infusion of new residents and businesses creates a spirit of possibilities that inspires the college to be flexible, creative, and attuned to the evolving needs of the community. The growing diversity of the community is mirrored by the college, which qualifies as a Latino-serving institution.

The college’s influence in the community is best illustrated in the dozens of collaborative partnerships it has forged with local school districts, regional government entities, and service organizations. Thousands of children visit the college’s Performing Arts Center annually thanks to the K-12 Arts Education Outreach initiative. Together, the City of Santa Clarita and the college operate the WorkSource Center to bring job seekers together with employers. And, Academy of the Canyons, an early/middle college high school that is ranked among the top 10 percent of high schools in the nation, is housed on our Valencia Campus.

College of the Canyons is housed on two campuses – Valencia and Canyon Country. It features 62 degree and 71 certificate programs, along with 19 associate degree for transfer (AD-T) options. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. In addition, the University Center located on the Valencia Campus offers approximately 40 certificates and credentials, along with bachelor’s and master’s degrees, from partnering four-year colleges and universities.

Because of the college’s commitment to meeting the needs of the community, local voters have approved two bond measures valued at more than $240 million since 2001. The college also secures substantial funds from the state, and millions of dollars in grants each year that allow new, cutting-edge programs to be developed and facilities to be built to accommodate them. The college is designated as a Hispanic Serving Institution.

Given its commitment to growth and innovation, College of the Canyons sets a new standard for what a college can achieve. It is a vital cultural, educational and economic force in the region. Join us here, and you will discover unexpected opportunities, the freedom to innovate, and a chance to shape the future.
APPLICATION AND SELECTION PROCESS
Applicants are encouraged to complete their applications online. Please visit our website at: http://www.canyons.edu/Offices/HumanResources. If you require assistance, please call the Human Resources office at (661)362-3427 or our TTY Line at (661)362-5178. Applicants may check the status of their application online and may expect to be notified within approximately 4 - 5 weeks following the Review Date as to the status of their application.

All application materials must be uploaded online or received in the Human Resources office by the end of the day on the review date in order to assure consideration for this position. Postmark is not acceptable for this purpose. Separate application materials must be submitted for each position applied for. Materials submitted become property of the District and will not be returned, copied, or considered for other openings. The Human Resources office is located in the University Center, Suite 360 at 26455 Rockwell Canyon Road, Santa Clarita, CA, 91355.

The following application materials are required for your application to be complete:

- **Online District CLASSIFIED Application form.**
- **Current resume.**
- **Letter of interest** (cover letter) which clearly identifies:
  a) How you meet the minimum qualifications for this position.
  b) How your previous experience relates to this position.
- **Copies of complete and legible college transcripts clearly indicating all college units earned and any degree awarded.** Copies of diplomas are not acceptable in lieu of college transcripts. You can submit unofficial copies of transcripts for application purposes. Official, sealed transcripts are required upon offer of employment. Please see our website for the requirements for evaluation of transcripts from foreign colleges or universities.
- **Copy of valid California driver’s license.**
- **Supplemental Questionnaire.** Please answer the following questions as part of your application packet.
  a) Do you possess a Bachelor’s degree in Business or a business-related field from an accredited institution? (yes/no) If yes, please provide a legible copy of your college/university transcript in your application packet. Copies of diplomas are not acceptable in lieu of college transcripts. If you do not possess this level of education, you will not meet this position’s minimum qualifications.
  b) Describe your business consulting experience, with business management or operations experience. Include employer name(s), position title(s), dates of employment, full-time or part-time status (hours per week). Please provide your total years of full-time equivalent experience in this field.
  c) Please describe any experience you have with a client database system.
  d) Describe positions you have held where you worked with a team of professionals, including many with graduate degrees and professional certifications.
  e) Please describe situations where you demonstrated the ability to function effectively under tight deadlines, with multiple priorities, in a matrix environment, etc.
  f) Please describe positions you have held where confidential client/customer information was maintained.

- **g) Describe positions you have held where you demonstrated an awareness, sensitivity, and understanding of the diverse academic, socioeconomic, cultural, disability status, military status, marital status, gender, and ethnic identities of community college student and employees, clients/customers, training participants, and community members and the ability to effectively work with those identified.**
- **h) Why do you want to work in this management position at College of the Canyons?**

- **Letters of Reference** are optional.

Please note:
- Skills evaluation of candidates for interview may be required.
- Travel and relocation expenses are the responsibility of the applicant.
- Hiring committees review all complete, qualified application packets. Possession of the minimum qualifications does not guarantee an interview.
- “Experience” generally refers to relevant paid experience. In some instances, unpaid experience may be counted as experience towards meeting the minimum qualifications or requirements for the position only if it entailed responsibilities substantially similar to those of relevant paid positions in the field. It is the applicant’s responsibility to provide sufficient information and details to the Human Resources office at the time of submission of their application packet. Details should include the organization, contact name and contact information, start and end dates, hours per week, and a list of relevant unpaid/volunteer duties or responsibilities performed. Not all unpaid experience may qualify. Upon offer of employment, an applicant will be required to obtain written verification(s) of any relevant unpaid/volunteer experience.
- Applicants are encouraged to apply online. If you need assistance with the application process, contact:

  **Human Resources Office**
  (661) 362-3427
  TTY/TDD (661) 362-5178 or visit our website at www.canyons.edu/Offices/HumanResources

It is the applicant’s responsibility to ensure that all application materials are fully and correctly submitted. All materials submitted are for this position only and become the property of the District. Materials will not be returned, copied or considered for other openings. Resumes may not be submitted in lieu of the official application form.

The College is expecting to conduct initial interviews during the week of August 1, 2016 and conduct final interviews during the week of August 8, 2016. This is an estimated timeline, and is subject to change.

Position is offered contingent on funding. We reserve the right to withdraw, extend the filing date, reopen, or delay filling this position. Recruitment may continue until the position is filled.