

**CHAFFEE COUNTY, COLORADO
POSITION DESCRIPTION**

POSITION TITLE: Client & Program Coordinator

DEPT/DIVISION: Small Business Development Center

FLSA STATUS: Non-exempt

POSITION SUMMARY:

This position supports our regions small businesses, entrepreneurs and startups. This position also assists small business clients with technical assistance and business resources via day-to-day client and consultant support and coordination, workshop and event programming support and social and newsletter channels of communication. Work logistics can be somewhat flexible; the schedule allows for flexibility as some work will be required outside of normal business hours. Programs or events may occasionally require evening or weekend support.

ESSENTIAL DUTIES and RESPONSIBILITIES:

The following duty statements are illustrative of the essential functions of the job and do not include other non essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

1. Serve as a representative for the Central Mountain SBDC by greeting and assisting visitors and clients, respond to phone calls, emails and Center IC inquiries in a timely and professional manner, and provide backup to the Center Director as needed.
2. Proactively support other SBDC staff and consultants by identifying and communicating resources for client support. Send out consultant schedule inquires and match with client requests. Respond to basic business questions from clients as ability allows. Share on-demand links and first steps for client intake.
3. Coordinates and schedules appointments and meetings using appropriate systems and databases; maintains calendar(s) and ensures appointments and meetings are confirmed.
4. Registers clients for training classes prior to and at the beginning of workshops, send out Zoom links and confirmations; coordinate payments for workshops and accurately record client information, sessions, trainings, and payments via appropriate systems.
5. Complete follow-up with clients to track their progress, collect success stories, client testimonials, and impact for the Center.
6. Maintains appearance of office and consulting rooms; responsible for preparing rooms for workshops, consulting sessions and events, including ensuring all necessary handouts, technology needs, and instructors are present; in absence of the Center Director, responsible for introducing workshops.

7. Prepares and types detailed and special correspondence, memorandums, and other documents from brief instructions or notes. Emails documents, drafts communication for review, makes and prepares spreadsheets and various reports as identified.
8. Assist to host and facilitate webinars.
9. Assist with overall in-person events, including all aspects of speakers, sponsor and vendor management, promotions, registration and community/sponsor reporting within the established budget.
10. Assists with special projects, including marketing outreach to promote and publicize events and programming including newsletter creation, marketing and promotions, data tracking, and trending and special event planning as needed.
11. Monitor and manage the Central Mountain SBDC social media channels to drive engagement.
12. Support in updating and creating SBDC website and program materials.
13. Maintains and updates consultant matrix, including areas of expertise and contact information as needed; maintains accurate confidential client files and records.
14. Work cooperatively with a variety of people with different experiences, backgrounds, interests, attitudes, personalities, and demands on their time; ability to establish and maintain effective working relationships with the SBDC team, clients, hosts and OEDIT.
15. Ability to develop customer-focused relationships with clients; to anticipate, recognize and fulfill client needs consistently.
16. Confidentiality is required to comply with Federal and State funding.
17. Performs other duties as required.

EXPERIENCE and TRAINING:

Minimum education: High School diploma or equivalent, Associates or Bachelor's degree is preferred; bilingual in Spanish and English.

Certificates or licenses: Current driver's license

Special professional and/or job related requirements: Financial (accounting and bookkeeping) or office time management experience; ability to multitask; exceptional customer service and/or people skills, problem-solving skills.

Special training or experience: Significant knowledge of computer software programs including word processing, spreadsheets, Google documents, Zoom/Google Meet, AV equipment and databases; understanding of social media best practices and outreach.

Work experience in positions similar or related to this job: Prior experience owning, operating or working with small businesses; prior coordination and collaboration experience.

REPORTING RELATIONSHIPS:

This Position Reports to: SBDC Director

This Position has supervisory and/or management responsibility for: As assigned by supervisor.

EQUIPMENT USED:

Computers, telephones, copiers, fax machines, and other related office equipment; 10 key machine.

PHYSICAL REQUIREMENTS:

1. Ability to conduct activities involving substantial sitting.
2. Ability to grasp and manipulate office equipment, hand tools, and similar other tools and materials.
3. Ability to conduct activities involving stooping, kneeling/bending, crouching, twisting, and reaching on a moderate basis.
4. Ability to participate in routine conversation in person or via telephone, and distinguish telephone, printers, computers and other auditory tones.
5. Ability to distinguish small objects at near and far distances in conditions of bright or low light; ability to distinguish depth, and see objects in a wide field of vision; ability to work on computers for significant amounts of time.

ENVIRONMENTAL CONDITIONS:

The majority of this position's duties are performed within an indoor or a protected environment. The incumbent may be exposed to noise from mechanical and electrical, and other related hazards associated with an office environment.

SKILLS AND ABILITIES:

1. Ability to read and understand written materials, and compose information/instruction in written form.
2. Ability to remember schedules, programs, policies and other details, and apply good time management and organizational skills.
3. Ability to understand and perform complex mathematical/accounting computations is essential.
4. Ability to conceptualize and apply analytical skills is essential.

5. Ability to apply problem solving skills in developing solutions for unanticipated issues and challenges.
6. Ability to work with other people taking into consideration, among the dynamics, their needs, their personal styles, and the requirements of their jobs.
7. Ability to understand and apply organizational theories and practices in the administration of policies, practices, programs, and communications.
8. Ability to handle interruptions smoothly.

Employee Signature

Date

Supervisor Signature

Date