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BIG SKY
ECONOMIC
DEVELOPMENT

SBDC Response and Recovery Senior Business Advisor

Are you passionate about small businesses and their path to recovery?

Do you thrive on collaboration and connecting with people?

Do you desire to be part of an internationally accredited Economic Development team?

Big Sky Economic Development is looking for an SBDC Response and Recovery Senior Business Advisor that will join the Small Business Development Center (SBDC) as the dedicated lead for the response and recovery of small businesses impacted by the COVID-19 pandemic. This position provides consulting and training for small business owners/entrepreneurs affected by COVID-19 and assists them in stabilizing, recovering, and rebuilding. This position is the subject matter expert for all SBA loan products available to businesses and is responsible for helping owners understand their options.

The SBDC Response and Recovery Senior Business Advisor is a temporary position funded by the Small Business Administration (SBA) through an allocation of the 2020 CARES Act. This employment is temporary and will end with the grant funding, which is set to expire on September 30, 2021.

In this job, you will be responsible for:

1. Managing the execution of the response and recovery workplan to support businesses as they restart, stabilize, and recover, under the leadership of the Regional SBDC Director.
2. Becoming the subject matter expert on business recovery options and acting as the conduit between businesses and all local, State, and Federal programs available.
3. Providing one-on-one consulting for businesses impacted by COVID-19 or are launching or expanding as a result of COVID-19, and consult on topics such as restart strategies, including how to adapt and be flexible in the market.
4. Provide training on how to access and maximize capital, teach on the topic of Cyber Security, and facilitate online training events geared towards business recovery topics (utilizing private sector experts as appropriate).
5. Performing outreach to businesses that completed a disaster impact form to learn of their ongoing needs, provide support, and refer them to available resources.

6. Conducting COVID-19 outreach within the 9-county region. (Yellowstone, Big Horn, Carbon, Golden Valley, Musselshell, Petroleum, Stillwater, Sweet Grass, Wheatland)
7. Serving, supporting, and attending Response and Recovery meetings/groups as assigned (throughout the 9-County Region).
8. Assisting in the development of a small business recovery tool kit.
9. Spearheading, planning, and hosting virtual training events for COVID-19 impacted businesses.
10. Recording ongoing interaction and impact in the CRM system (Neoserra) daily and provide a monthly progress report to the Program Manager for the BSED Board report.
11. Participate in Big Sky Economic Development collaborative projects/events as assigned by the SBDC Regional Director
12. Serve all SBDC/BSED clients as assigned and provide backup to the SBDC team.
13. Assist with special projects related to providing business services to our community as we work towards recovery.

Please see the attached job description for a full summation of the roles and responsibilities of this position.

You're a good fit for this job if you have:

- A Bachelor's Degree in Business Management or related field; or equivalent combination of education and job-related experience
- At least five years' experience starting, owning (preferred), operating and/or managing a business
- At least five years' experience with providing professional advising, consulting or training services
- Grant administration experience desired
- A clear understanding of the path to take an idea or concept and develop a solid plan to startup, stabilize, grow, or expand
- ability to analyze, understand, and deal with a business situation in a manner that is likely to lead to a positive outcome
- Demonstrated leadership skills
- An ability to deliver exceptional customer service by exceeding the expectations of clients, stakeholders, and colleagues with every encounter.
- High emotional intelligence
- Teamwork oriented
- A desire to be part of a highly effective team
- Excellent personal effectiveness/time management skills
- Ability to travel

Other info you should know:

- This position reports to the Regional Director SBDC | Entrepreneurial Development
- This is a temporary, full-time, salaried position eligible for medical, dental, and retirement (PERS) benefits
- We offer wages based on regional market data and commensurate with experience
- This position is located in Billings, MT

How to Apply:

1. Fill out the attached employment application
2. Include a resume and cover letter
3. Produce a 3-minute or less video (as if you were recording on Facebook Live) on one of the business response and recovery topics below. Please include a link to your video in your application email.
 - a. What are the funding options available to business owners working towards stabilization?
 - b. How would you begin advising a retail business owner with steps to diversify their business model as a result of COVID-19 impacts?
 - c. Research COVID-19 economic impact and provide a summary of what you learn.
4. Submit application materials via email to careers@bigskyeda.org

APPLICATION REVIEW WILL BEGIN JUNE 5, 2020. POSITION OPEN UNTIL FILLED.



BIG SKY ECONOMIC DEVELOPMENT

222 North 32nd Street, Billings, Montana 59101
(406) 256-6871

AN EQUAL OPPORTUNITY EMPLOYER

APPLICATION FOR EMPLOYMENT

APPLICANTS: In order to be considered for employment, this application must be completed entirely. Please remember to read and sign the last page.

Today's Date: _____ Position Applying For: _____

Where did you hear about this opening: _____

Name in Full: _____
Last First Middle

Address: _____
Number & Street City State Zip Code

Phone Number: _____ Email: _____

List other names, if any, used on employment or education records:

EDUCATION

	Name of School	Location (City/State)	Last Year Completed	Major & Degree
High School			9 10 11 12	
College			1 2 3 4	
College			1 2 3 4	
College			1 2 3 4	
Business or Trade School			1 2 3 4	

EMPLOYMENT HISTORY

This section must be completed entirely. Please do not write, "see resume." List all work experience, paid or unpaid, beginning with your current or most recent job. Include military experience as well as volunteer jobs that you wish to have considered as part of your qualifications for the position you are seeking.

Describe each job separately, emphasizing your specific tasks and any supervisory, technical or other responsibilities. Explain all breaks in continuous employment. If more space is needed, additional pages can be added.

Position/Title _____ Start Date: _____ End Date: _____

Employer: _____ Phone: _____

Address: _____ City/State/Zip: _____

Salary(optional): _____ Full Time () Part Time () Hours Worked: _____

Supervisor's Name/Title: _____ Phone: _____

Work Performed:

Reason For Leaving:

Position/Title _____ Start Date: _____ End Date: _____

Employer: _____ Phone: _____

Address: _____ City/State/Zip: _____

Salary (optional): _____ Full Time () Part Time () Hours Worked: _____

Supervisor's Name/Title: _____ Phone: _____

Work Performed:

Reason For Leaving:

Position/Title _____ Start Date: _____ End Date: _____

Employer: _____ Phone: _____

Address: _____ City/State/Zip: _____

Salary (optional): _____ Full Time () Part Time () Hours Worked: _____

Supervisor's Name/Title: _____ Phone: _____

Work Performed:

Reason For Leaving:

ADDITIONAL INFORMATION

Professional Memberships & Affiliations:

Professional & Trade Licenses:

Have you ever been employed by this company before? When? In What Job?

Do you have a relative working for this company? Yes ___ No ___
If yes, please explain. This will not exclude you from hire:

Have you ever been convicted of a felony? Yes ___ No ___
If yes, please explain. This may not necessarily exclude you from hire:

REFERENCES

Please provide three professional references from previous employers.

Name	Telephone	Occupation	Years Known
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Name	Telephone	Occupation	Years Known
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Name	Telephone	Occupation	Years Known
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READ THE FOLLOWING CAREFULLY, THEN SIGN AND DATE THE APPLICATION:

I certify that all information I have provided in order to apply for and secure work with BIG SKY ECONOMIC DEVELOPMENT is true, complete and correct. If any information provided by me is found to be false, incomplete or misrepresented in any respect, it will be sufficient cause to cancel further consideration of this application or immediately discharge me from BIG SKY ECONOMIC DEVELOPMENT'S service, whenever it is discovered.

I expressly authorize BIG SKY ECONOMIC DEVELOPMENT and its agents, without reservation, to contact and obtain information from all references, employers, public agencies, licensing authorities, and educational institutions and to otherwise verify the accuracy of all information regarding me in this application, resume or job interview. I hereby waive any and all rights and claims I may have regarding BIG SKY ECONOMIC DEVELOPMENT or its agents for seeking, gathering and using such information in the employment process and all other persons, corporations or organizations for furnishing such information about me.

I understand that BIG SKY ECONOMIC DEVELOPMENT does not unlawfully discriminate in employment, and no question on this application is used for the purpose of limiting or excusing any applicant from consideration for employment on a basis prohibited by applicable local, state or federal law.

I understand that completion of this Application for Employment does not guarantee that BIG SKY ECONOMIC DEVELOPMENT has employed me.

I certify that I have read, fully understand and accept all terms of the foregoing Application Statement.

Date: _____ Signature: _____



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Job Description	
SBDC Response and Recovery Senior Business Advisor	
Reports To: Regional Director SBDC Entrepreneurial Development	FLSA Status: Exempt
Position Status: Temporary, Full-time	Revision Date: April 2020

Summary

The SBDC Response and Recovery Senior Business Advisor will join the Small Business Development Center (SBDC) team as the dedicated lead for the response and recovery of small businesses impacted by the COVID-19 pandemic. This position provides consulting and training for small business owners/entrepreneurs affected by COVID-19 and assists them in stabilizing, recovering, and rebuilding. This position is the subject matter expert for all SBA loan products available to businesses and is responsible for helping owners understand their options.

The SBDC Response and Recovery Senior Business Advisor is a temporary position funded by the Small Business Administration (SBA) through an allocation of the 2020 CARES Act and is set to expire on September 30th, 2021. This temporary employment will end with the expiration of the funding.

Essential Duties and Responsibilities

An individual must be able to function at a high level and perform each essential duty independently and accurately. The responsibilities listed are a representation of the various types of work. The omission of specific statements of duties does not exclude them from the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Response and Recovery Responsibilities

1. Under the leadership of the Regional SBDC Director, manage the execution of the response and recovery work plan to support businesses as they restart, stabilize, and recover.
2. Become the subject matter expert on business recovery options and act as the conduit between businesses and all local, State, and Federal programs available.
3. Serve as a business community advocate for recovery help.
4. Provide one-on-one consulting for businesses impacted by COVID-19 and consult on topics such as restart strategies and exit strategies, utilizing private sector experts as appropriate. Will also work with companies that may be launching or expanding as a result of COVID-19.
5. Perform outreach to all businesses that have sought our assistance or have completed a disaster impact form to learn of their ongoing needs, provide support, update client record, and refer them to additional resources. Provide a business outreach plan and tracking for all 9 Counties (reporting requirements to the Montana SBDC Lead center under MDOC).

6. Provide training on how to access and maximize capital: SBA funding and other funding mechanisms (all capital pathways available) utilizing private sector experts as appropriate.
7. Provide training sessions on the topic of Cyber Security, utilizing private sector experts as appropriate.
8. Facilitate online training events/series (webinars) that host experts on critical topics essential to business recovery.
9. Serve, support, and attend Response and Recovery meetings/groups as assigned (throughout the 9-County Region).
10. Assist in the development and deployment of a small business recovery tool kit.
11. Accept and respond to incoming calls for businesses in need of response and recovery support.
12. Compile, research, and verify responses for client FAQ lists.
13. Assist the SBDC team in building and supporting crowdfunding programs that assist business owners in accessing restart capital.
14. Track economic impact for the SBDC network in partnership with the Program Manager for SBDC and the Director of New Business Recruitment.
15. Serve all SBDC/BSED clients as assigned and provide backup to the SBDC team as needed.
16. Assist with special projects related to providing business services to our community as we work towards recovery.

Program Responsibilities

1. Spearhead, plan and host virtual training events for COVID-19 impacted businesses.
2. Conduct COVID-19 outreach within a 9-county region. (*Yellowstone, Big Horn, Carbon, Golden Valley, Musselshell, Petroleum, Stillwater, Sweet Grass, Wheatland*). Responsible for rural outreach plan for response & recovery.
3. Partner with the SBDC team on helping businesses complete applications for the Big Sky Trust Fund (BSTF) grant.
4. Partner with the Senior Area Manager for the Small Business Administration (SBA) to respond to business questions and concerns.
5. Ensure all clients served have completed the online client registration process.
6. Track all client sessions with detailed notes of services provided and advice given.
7. Adhere to SBDC contract requirements.
8. Maintain detailed tracking of economic impact for businesses served.
9. Manage intake procedures and processes for onboarding new clients.
10. Record ongoing interaction and impact in the CRM system (Neoserra) daily and provide a monthly progress report to the Program Manager for the BSED Board report.

Consulting/Training Responsibilities

1. Provide high-level fundamental and advanced consulting and technical assistance to recover, stabilize, and rebuild.
2. Develop and prepare curricula and presentation materials for training.
3. Plan, facilitate, teach, and co-teach fundamental and advanced business education courses to adult learners on varying scales of experience.
4. Research and respond to business inquiries.

Other Responsibilities

1. Participate in SBDC Network virtual meetings and training.
2. Provide backup help to the SBDC Regional Director, and Program Manager, and the team as needed.
3. Participate in Big Sky Economic Development collaborative projects/events as assigned by the SBDC Regional Director.

Required Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills, and abilities required to perform job duties at a high level.

1. Leadership Skills – ability to influence, motivate and elevate others to do more than they knew possible as well as an ability to know when to lead and when to follow
2. Small Business Path – clear understanding of the path to take an idea or concept and develop a solid plan to startup, stabilize, grow, or expand.
3. Emotional Intelligence – the ability to recognize and discern emotions to guide thinking and behavior to adapt to dynamic environments and collaborative teams
4. Interpersonal Relations – ability to deliver exceptional customer service by exceeding the expectations of clients, stakeholders, and colleagues with every encounter
5. Consultation/Advising Skills – keen ability to effectively analyze, interpret, and coach clients from various industries on multi-faceted business concepts to a positive outcome that directs their path to success. Must be able to help clients with all facets of the business planning process, including financial analysis and crafting of projections.
6. Communication Skills— Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, proper grammar, and professional etiquette. Adept at website content management, digital marketing, and social media networks and blog engagement.
7. Presentation/Facilitation Skills – ability to present, facilitate and lead small and large groups with varying level of expertise

8. Business Acumen – keen ability to analyze, understand, and deal with a business situation in a manner that is likely to lead to a positive outcome.
9. Personal Effectiveness/Time Management - ability to strategically utilize time and resources to manage priorities, timelines, deadlines, and details under pressure, with accuracy, and to a high level of proficiency.
10. Technical Capability –Strong proficiency in fundamental office and computer equipment as well as software programs such as Microsoft Office Suite, CRM platforms, and cloud-based software applications.
11. Teamwork Oriented – ability to effectively align within a collaborative effort to achieve common goals and outcomes.
12. Adaptability – ability to modify actions, direction or approach to changing situations and expectations in a respectful and professional manner.
13. Ability to speak the language of commercial lenders is required. Commercial lending underwriting and analysis skills are required. Must be able to assist a client with formulating financial projections as well as financial statement analysis. Must be able to support a client in building a fundable loan package.

Minimum Qualifications

- Bachelor's Degree in Business Management or related field; or equivalent combination of education and job-related experience
- At least five years' experience starting, owning (preferred), operating and managing a business
- At least five years' experience with providing professional advising, consulting or training services
- Grant administration experience desired

Job Requirements

Additional job requirements include:

1. This job requires work-related travel, with occasional overnight stays, by personal vehicle, rented vehicle, or commercial transportation to participate in business-related meetings. Occasional driving may be required.
2. Must have reliable transportation, be able to operate a motor vehicle, have a valid driver's license, and can travel.
3. Office hours are generally 8 a.m. until 5 p.m. This is a full-time, salaried, exempt position. The weekly schedule will be set with the Regional SBDC Director and may fluctuate as a result of early morning, lunch hour, or evening and weekend work to service clients.
4. Work is performed in the Big Sky Economic Development offices as well as at vendor and agency offices and other meetings or project sites. Remote work may be considered.

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; speak (with clarity) and hear. The employee frequently is required to walk or move about and sit or stand for extended periods of time. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

Working Environment

Work is in a normal office environment with noise levels that are usually moderate. Working conditions require high attention to detail and deadlines frequently.