

<b>Job Description</b>	
<b>VBOC Business Advisor/Training Manager</b>	
<b>Reports To:</b> VBOC Regional Director	<b>FLSA Status:</b> Exempt
<b>Position Status:</b> Regular, Full-Time	<b>Revision Date:</b> March 2021

### **Summary of Essential Role and Responsibilities**

The Veterans Business Outreach Center (VBOC) Business Advisor/Training Manager works in Big Sky Economic Development's Veterans Business Outreach Center and under the direction of the Regional VBOC Director. This position provides training, outreach, and counseling for veterans, transitioning servicemembers, and their spouses looking to start or grow a small business. These services are provided across a three-state region (MT, WY, UT).

### **Specific Duties and Responsibilities**

#### **Training**

1. Plan, coordinate and deliver Boots to Business Training for transitioning servicemembers and their spouses at Air Force Bases in our three-state region.
2. Training local SBA resource partners to help deliver Boots to Business curriculum
3. Collaborate with local resource partners to develop and deliver curriculum for in-person or virtual training for veterans, spouses and National Guard/Reserve Component members off installation.

#### **Outreach**

1. Proactively develop and maintain effective public-private partnerships that support veteran and military spouse entrepreneurship.
2. Work to deepen the credibility and awareness of the services available to veterans and their spouses.
3. Advocate for the VBOC program, the SBA (and their resource partners) and Big Sky Economic Development at all times.
4. Attend special events representing the VBOC.

#### **Client Engagement**

1. Act as the front line for all client service calls.
2. Perform client intake and needs assessment in preparation for individualized one-on-one counseling.
3. Answer fundamental and complex business-related questions for veteran and military spouse small business clients, at all stages of development including pre-venture, startup, existing and growth.
4. Connect clients with the resources and relationships they need to be successful in their entrepreneurial journey.

## **Program Administration**

1. Perform all clerical and administrative duties for the program as needed.
2. Manage and track client training, outreach and counseling progress in the CRM system (Neoserra) in a timely manner.
3. Serve as back up to the VBOC Director for relevant projects and engagements as needed.
4. Attend annual VBOC training conference in Washington DC (may be virtual or in-person).
5. Other duties as assigned.

## **Required Knowledge, Skills and Abilities**

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

1. Military/Civilian Cross-Cultural Awareness – deep understanding of veterans/military spouse backgrounds and the challenges faced during post-service transition.
2. Training/Facilitation Skills – ability to present, facilitate and lead small and large group discussions with varying levels of audience expertise. Ability to teach both self-prepared curricula and the SBA's standardized Boots to Business training modules to adult learners in both a classroom and online formats.
3. Consulting/Advising Skills – possesses keen business acumen to effectively analyze, interpret, and coach clients from various industries on multi-faceted business concepts and through all facets of the business planning process.
4. Interpersonal Relations – ability to build strong relationships, create positive, lasting impressions and communicate effectively with a diverse group of people.
5. Leadership Skills – ability to influence, motivate, and elevate others to do more than they knew possible.
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.
7. 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.
8. Technical Capability –Strong proficiency in fundamental office and computer equipment, Microsoft Office Suite, CRM platforms, cloud-based software applications, and virtual communication platforms.
9. Teamwork Oriented – ability to effectively partner within a collaborative effort to achieve common goals and outcomes.

10. Adaptability – ability to modify actions, direction or approach to changing situations and expectations in a respectful and professional manner.

### **Minimum Qualifications**

1. Bachelor's Degree in Business Management (or related field), or equivalent combination of education and job-related experience
2. Veteran and/or Military Spouse preferred
3. Previous experience starting, owning, operating and/or managing a business strongly preferred
4. Previous experience providing professional advising, consulting or training services preferred

### **Job Requirements**

Additional job requirements include:

1. This job requires regular work-related travel with overnight stays by personal vehicle, rented vehicle or commercial air transportation.
2. Must have reliable transportation, be able to operate a motor vehicle, have a valid driver's license, and the ability to travel.
3. Office hours are generally 8 a.m. until 5 p.m. The weekly schedule may fluctuate as a result of early morning, lunch hour, evening and weekend work and will be coordinated with the VBOC Director.
4. Work is performed in the Big Sky Economic Development offices as well as at vendor and agency offices and other meeting or project sites.

### **Physical Demands**

This job requires the ability to work on a computer for prolonged periods of time, perform data entry, speak (with clarity) and hear, and be able to move up to 25 pounds. Specific vision abilities 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.