

## OPERATIONS/SBDC SUPPORT SPECIALIST

Do you thrive working in a fast-paced environment with variety in your daily work?

Are you drawn to helping small businesses?

Do you desire being part of an internationally accredited Economic Development Team?

Big Sky Economic Development is looking for a high-performing, dynamic individual to join our Operations and Small Business Development Center (SBDC) teams. This person is responsible for the operations of the front office and serves as part of the administrative arm of the organization. They will also support the SBDC by providing database management, pre-screening clients and providing general information and consultation to business owners interested in starting a business.

### **This Position is Responsible for the Following:**

- Responsible for the front office reception and serves as the first point of contact by phone and for walk in clients, constituents, and stakeholders. Orders and stocks supplies; coordinates maintenance, repairs and services; manages the scheduling of conference rooms; and performs general administrative and clerical support for the organization as requested.
- Pre-screens SBDC applicants; answers general startup and fundamental small business questions; schedules appointments and meetings for SBDC clients; creates, maintains and retains SBDC client records; and sends client correspondence.
- Supports training events, workshops, and seminars by preparing materials, setting up the logistics and technology, coordinating food orders, communicating with vendors, and volunteers and other project and event support.

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

### **Qualified Candidates Have:**

- An Associate's Degree from an accredited Institution in a business-related field; or equivalent combination of education and experience
- At least 3 years' experience in a professional work environment doing high level project support or office administration related work.
- Previous experience working with a Small Business Development Center or similar agency preferred
- Proficiency in basic office and computer equipment including a multi-phone line system and phone conferencing equipment, as well as a strong working knowledge of Microsoft Office applications.
- Strong ability to work with people from all backgrounds utilizing interpersonal and professional communication skills in written form, over the phone, and in person.

- Basic knowledge of how to start a new business and business financial statements
- Strong ability to achieve thoroughness and accuracy when accomplishing a task.
- Strong ability to manage time and task list in an orderly manner to meet deadlines and deliver a finalized, completed result.
- Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments.
- Ability to provide an exceptional experience and leave positive, long- lasting impressions on clients, stakeholders and colleagues.
- Ability to troubleshoot and solve problems quickly and effectively as they arise.

**Other Info:**

- This position reports to both the Operations Director and the Regional Director SBDC/Entrepreneurial Development. Time is equally shared between organizational duties and SBDC support.
- This is a full-time, hourly position eligible for our full suite of benefits including medical, dental, retirement (PERS), life, holiday pay, sick pay and three weeks of vacation pay a year.
- We offer wages based on regional market data and commensurate with experience
- Must be able to attend two days of training the week of June 24th
- This position is located in Billings, MT

**To Apply:**

1. Fill out the attached employment application
2. Include a resume and cover letter
3. Submit application materials via email to [Becky@bigskyeda.org](mailto:Becky@bigskyeda.org)

**APPLICATION OPEN UNTIL POSITION IS FILLED  
FIRST REVIEW BEGINS 05/27/19**



# BIG SKY ECONOMIC DEVELOPMENT

222 North 32<sup>nd</sup> 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 the details of three **professional** references of your previous employers.

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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: \_\_\_\_\_

<b>Job Description</b>	
<b>Operations/SBDC Support Specialist</b>	
<b>Reports To:</b> Operations Director & Regional Director SBDC/Entrepreneurial Development	<b>FLSA Status:</b> Non-Exempt
<b>Position Status:</b> Regular, Full-time	<b>Revision Date:</b> May 2019

### **Summary**

The Operations/SBDC Support Specialist will support the Operations Director and the Regional Director SBDC/Entrepreneurial Development in an administrative capacity as well as project support. This position is responsible for the operations of the front office and acts as the clerical/administrative arm of the organization. It supports the Small Business Development Center by providing support and database management for the SBDC program as well as general information and consultation to business owners interested in starting a business and refers them to additional resources as needed. Time is equally shared between organizational duties and SBDC support.

### **Essential Duties and Responsibilities**

To perform the job successfully, an individual must be able to function at a high level and perform each essential duty independently and accurately. The duties listed are a representation of the various types of work that may be performed. 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.

#### **ORGANIZATIONAL OPERATIONS DUTIES (Reporting to Operations Director)**

1. Manages the reception of the office and is the first point of contact by phone and for walk in clients, constituents, and stakeholders.
2. Responsible for the organizational phone system and manages phone lines for both the direct SBDC line and the organization’s main phone line, checking messages and returning calls at regular intervals.
3. Provides lobby comfort to all guests including maintaining a clean and friendly environment, providing refreshments, and directing foot traffic to the right department or event.
4. Responsible for Opening and Closing duties in conjunction with BSED business hours and planned events.
5. Manages the scheduling, stocking of supplies, and tidiness of multiple conference rooms.
6. Orders and stocks office supplies and maintains shared organizational spaces (supply closets, break room, lobby, etc.)
7. Handles, sorts, and distributes all incoming and outgoing mail daily.
8. Maintains and coordinates repair work for office equipment; coordinates services such as water delivery, recycle pickup and shredding pickup.
9. Coordinates facility maintenance and repair work as requested.
10. Supports program directors with various projects throughout the year as time and resources allow

11. Performs general administrative and clerical support for the organization as requested.
12. Provides back-up support to the Executive Director and Operations Director and works in conjunction with the Administrative team.
13. Other duties as assigned.

#### SBDC SUPPORT DUTIES (Reporting to Regional Director SBDC | Entrepreneurial Development)

1. Answers the SBDC dedicated phone line to provide excellent customer service to meet client needs.
2. Greets all SBDC clients at reception and assists them with onboarding paperwork and client registration.
3. Schedules appointments and meetings (reschedules when needed), runs interference with clients, performs data entry (as needed) for client records, starts & maintains client files, communicates all pertinent information as needed, sends correspondence through the mail and email.
4. Supports training events, workshops, and seminars by preparing materials, setting up the logistics and technology support needed, coordinating food orders, communicating with vendors, and volunteers. Takes tuition payments for classes if applicable.
5. Performs pre-screening to assess the best route for delivery of service.
6. Answers general startup and fundamental questions for small business clients.
7. Refers clients to other resources and agencies.
8. NeoSerra database management
  - a. Creates, maintains and retains timely and accurate SBDC client records according to program requirements
  - b. Develops and maintains high level working knowledge in NeoSerra and its capabilities and functionality
  - c. Run queries and extracts relevant data as requested
  - d. Monitors active and inactive client levels and updates status as needed
  - e. Uploads client file data (business plans, documentation, notes)
  - f. Follows up on capital infusion and assists the Program Manager in tracking impact
9. Collaborates with the Director and Program Manager on ways to improve systems and processes during weekly one-on-one
10. Provides back-up support to the SBDC Regional Director/Entrepreneurial Development and 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. Office Equipment/Computer/Technical – Proficiency in basic office and computer equipment including a multi-phone line system and phone conferencing equipment, as well as a strong working knowledge of Microsoft Office applications including: Excel, PowerPoint, Word, Outlook, as well as Adobe. Must also be able to proficiently learn and navigate the Neoserra CRM system.
2. Written and Oral Communications – Strong ability to work with people from all backgrounds utilizing interpersonal and professional communication skills in written form, over the phone, and in person. Ability to remain positive and professional when dealing with internal and external stakeholders.
3. Business Fundamentals – Basic knowledge of how to start a new business, financial statements, and the ability to direct clients to BSED resources accordingly.



4. Detail Orientated – Strong ability to achieve thoroughness and accuracy when accomplishing a task, while ensuring small details are not overlooked. Uses checklists, schedules, calendars, etc. to manage tasks effectively.
5. Organization and Time Management Skills – Strong ability to manage time and task list in an orderly manner to meet deadlines and deliver a finalized, completed result.
6. Adaptability - Ability to be flexible in adapting to changes in priorities, assignments, and other interruptions, which may impact pre-established timelines and courses of action for completing projects and assignments. Ability to work under pressure and adjust to a diverse working environment.
7. Customer Service Focus - Ability to provide an exceptional experience and leave positive, long-lasting impressions on clients, stakeholders and colleagues.
8. Resourcefulness and Problem-Solving – ability to troubleshoot and solve problems quickly and effectively as they arise.

#### **Minimum Qualifications**

- An Associate’s Degree from an accredited Institution in a business related field; or equivalent combination of education and experience
- At least 3 years’ experience in a professional work environment doing high level project support or office administration related work.
- Previous experience working with a Small Business Development Center or similar agency preferred.

#### **Job Requirements**

Additional job requirements include:

1. This job may require 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 upon request.
3. Office hours are generally 8 a.m. until 5 p.m. with occasional early morning, lunch hour, or evening and weekend work required.
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**

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, sit, and climb or balance. 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.