



URBAN LEAGUE OF BROWARD COUNTY
Job Vacancy Posting

JOB TITLE: Small Business Development Officer

Reports To: As Assigned
Revision: December, 2020

SUMMARY:

The *Small Business Development Officer* is responsible for coordinating activities that accomplish the purposes of the grant agreement as well as agreements with donors/investors in the Center. These activities include defining, developing and implementing required projects; arranging and scheduling programs and events; developing appropriate advertising, promotion, and marketing materials; originating and conducting meetings for the overall provision and direction of the small business development services which includes training, events, and technical assistance.

CORE DUTIES AND RESPONSIBILITIES include the following:

Primary Function

- Provide overall leadership in developing and implementing a strategic plan consistent with the goals and strategies of the initiative.
- Provide strategic vision for the growth and development of small businesses
- Create opportunities and develop community partnerships that positions small businesses to grow such as access to capital through procurement, networking or capital sourcing
- Lead the small business development services activities including but not limited to matchmaking events, technical assistance services, and training.
- Work with team to implement small business development services with fidelity
- Implement strategy that drives client traffic to the Entrepreneurship Center for technical assistance and lending.
- Position ULBC to be a strong small business eco-system partner.
- Develop curriculum and make presentations for management training programs and seminars.
- Manages budget and activities.
- Evaluate the program's effectiveness and measure the impact of services provided.
- Ensure timely and accurate counseling, outreach and other relevant data input.
- Maintain client records and data.
- Support area, state and federal research projects concerning small businesses and disseminate results to the various publics served.
- Promote the Entrepreneurship Center and serve as advocate of small business, making written and oral presentations to communities and entities.
- Develop internal and external resources to accomplish program objectives. Assist in the transfer of university-based knowledge to the private sector.

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- Submit monthly, quarterly and annual reports.
- Attend regional and state conferences, as requested.
- Provide and facilitate in-depth individual business analysis and referral of clients to appropriate resources as required.
- Develop and manage resources to support program.
- Encourage businesses and business persons to provide volunteer consulting services and/or training.
- Work collaboratively with the Small Business Lending Officer to provide technical assistance to potential and current borrowers.
- Respond in a timely manner to requests and anticipate what is needed to ensure positive relationship with Urban League partners and stakeholders.
- Other duties as assigned.

People Management

- Hires, trains, and evaluates staff with Human Resources Department
- Provides management and leadership to direct reports and identifies opportunities for professional development.
- Establishes effective working relationships and lines of communication with program staff and management team.
- Completes annual and periodic performance reviews in a timely manner
- Regularly monitors staff programmatic performance and skill development.
- Assesses and resolves, as appropriate, operational and personnel issues within written policies and procedures.
- Identifies team development opportunities that increase productivity and effectiveness.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as required to meet the ongoing needs of the organization.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Experience with IT and data systems that support loan quality and asset management functions,
- Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

Leadership

- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Organization

- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.
- Business Necessity – Employee must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- Safety and Security –All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree required in (B.A.) business administration or other related field from a four-year college or university. Master's degree preferred. A Minimum of five years' experience in business ownership and operations and/or equivalent combination of education and experience which demonstrates the acquisition, required knowledge, skills, and abilities may be acceptable.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Microsoft office suite or comparable software, skills with proprietary or conventional asset management and loan portfolio management software.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Extensive knowledge of business management, entrepreneurial acumen, fiscal planning and accountability, training and development, and strategic planning.
- Demonstrated ability to organize and manage multiple projects.
- Supervise personnel with diverse skills /experience levels.
- Strong analytical abilities, written and oral communication skills.
- Must have excellent presentation skills for both internal and external.
- Outstanding organizational skills and thoroughness with attention to detail and timeliness.
- Capability of working effectively with both academic and business community, private and governmental sectors, and institutes of higher learning.
- Demonstrated marketing and sales success.
- Demonstrated history of economic development mission accomplishment and leadership.
- Demonstrated ability to provide a leadership role in the strategic management of a partnership/consortium.
- Demonstrated ability to provide open communication to all partners for the distribution and gathering of information.
- Use of technology to ensure efficiency in managing and reporting using Microsoft Office.
- Ability to travel and attend all required meetings
- Willingness to work evenings and weekends, when necessary
- Ability to work with persons of all ages, diverse backgrounds, skills and abilities.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit use hands, handle or feel, reach with hands and arms stoop, kneel, crouch, or crawl, talk or hear.

The employee must occasionally lift and/or move up to 15 pounds.

Moderate work travel in the State of Florida may be required from time to time.

Specific vision abilities required by this job include close vision, distance vision, color vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have a valid Florida Drivers License and a reliable vehicle.
- Must pass drug and level two background screenings

Submit Cover Letter and Resume to:

HIRING@ULBCFL.ORG