

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: REGIONAL DIRECTOR, WOMEN'S BUSINESS CENTER

RANGE: 40

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

SUMMARY DESCRIPTION

Under the administrative leadership and general direction of the Center Dean or designee, plan, organize, direct, and monitor the activities and operations of the regional Women's Business Center (WBC); serve as its primary interface with public agencies, governmental offices, small business/economic development providers, sponsors, and contract holders.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Executive Director, Center for Business Advancement. Provides direct and general supervision to professional, technical, and administrative support staff.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for managing the Women's Business Center (WBC). The incumbent is responsible for developing and implementing policies and procedures for the assigned area, including short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other District divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major District initiatives.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Plans, organizes, directs, and provides leadership for operations and activities of the regional Women's Business Center; develops, implements, and maintains effective programs for proper execution of the WBC mission. **E**
2. Manages, develops, and implements goals, objectives, policies, procedures, and priorities for WBC programs and functions; prepares and maintains appropriate documentation. **E**
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service, and staffing levels. **E**
4. Plans, directs, and coordinates the work of assigned staff; reviews and evaluates work products, methods, and procedures; organizes and meet with staff to plan, develop, and implement effective programs and support services in assigned areas of responsibilities. **E**
5. Participates in the selection of new personnel for assigned areas of responsibility; trains, motivates, and evaluates assigned personnel; provides and/or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures. **E**

Director, Women's Business Center *Continued*

6. Establishes a cohesive team, clearly communicating technical leadership and expertise, department mission, functions, and procedures. **E**
7. Oversees operational activities of Women's Business Centers; ensures delivery of small business technical assistance services to small business owners and entrepreneurs in a timely and cost-beneficial manner; ensures adequate and qualified staffing to support the program and its mission. **E**
8. Ensures that planning, scheduling, record-keeping, training, budgeting, and technical and administrative services of the program are appropriate, realistic, and within budget. **E**
9. Manages compliance with Federal Cooperative Agreements, Office of Management and Budget circulars, public agency contracts, Southwestern College agreements, and internal program procedures; makes decisions commensurate with corresponding law and policies. **E**
10. Develops, implements, and maintains an effective record-keeping and reporting system to document various aspects of WBC services supplied to clients including specific workshops, client specific training, identification of clients counseled, trained, businesses started, and financing obtained, and other assistance rendered to clients. **E**
11. Monitors various aspects of the WBC budget including budget preparation and execution, coordinates with management and District staff in the preparation of budget revisions and financial reports. **E**
12. Identifies and obtains funding to sustain and grow WBC operations through sponsors, cooperative agreements, grants, and contract opportunities with public or private organizations. **E**
13. Develops, coordinates, and implements the overall marketing of WBC services to existing and potential clients, stakeholders, and community partners. **E**
14. Initiates and develops client development workshops, training seminars, and other client development activities such as business planning, marketing, bookkeeping, financing, and related areas. **E**
15. Implements and executes special assignments requested by responsible Southwestern College authority. **E**
16. Develops and monitors the execution of client counseling sessions, counseling session follow-ups, and other client assistance programs. **E**
17. Represents the WBC on various boards and committees related to small business assistance. **E**
18. Performs other related duties as assigned. **E**

KNOWLEDGE AND ABILITIES

Knowledge of:

- Administrative principles and practices, including goal setting, program development, and continuous improvement methods.
- Principles and practices of employee supervision, work planning, assignments, review, and evaluation, and the training of staff in work methods and procedures.
- Operations, services, and activities of a Women's Business Center.
- Principles and practices of program development and administration related to assigned program area.
- The mission and changing role of the community college in meeting the workforce needs of the community.
- Effective teaching and learning strategies.
- Budget preparation and management.
- Public relations and marketing principles and practices.
- Techniques for providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations and members of the public, including individuals of diverse

Director, Women's Business Center *Continued*

academic, socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, gender identity, and sexual orientation.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide professional, ethical, inclusive leadership for the assigned area while demonstrating a commitment to contributing to an inclusive working and learning environment.
- Develop, implement, and maintain effective programs for proper execution of the WBC mission.
- Develop and implement goals, objectives, practices, and work standards for the assigned program area.
- Effectively counsel and assist staff, faculty, administrators, and the public.
- Participate in the preparation and administration of assigned budgets.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and regulations.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Learn and adapt to changing technology and equipment used in the performance of assigned duties.

EDUCATION AND EXPERIENCE

Any combination equivalent to: a Bachelor's degree with major course work in business administration, public administration, or related field; **AND** three (3) years of increasingly responsible, directly related management level experience working with small businesses with an emphasis on government procurement services.

LICENSE OR CERTIFICATE

Possession of a valid Class "C" California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals; work outside of normal business hours may be required in order to meet deadlines and to attend meetings in the evening or on weekends; travel may be required.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting;

Director, Women's Business Center *Continued*

to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction and to read printed materials and view a computer screen.

Hearing: Hear in the normal audio range with or without correction.

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Koff & Associates