



## Job Description

**Job Title: Specialist – Small Business Programs**

**JTC: CDV**

**Salary Range: N05**

**FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

Provides support for the daily activities in an assigned unit and knowledgeable in a specific discipline that aligns with the department, implements key business strategies and initiatives to meet the organizational goals.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experience with the daily operation of an assigned unit or organization and serves as a professional consultant knowledgeable in a specific discipline, profession or industry. The ability to plan and maintain work systems, follow processes and policies that enable and encourage the unit to meet the organizational objectives.

Must have specific skill-based competencies required to satisfactorily perform the functions of the job include: planning and managing projects; preparing and maintaining accurate records; operating standard office equipment; utilizing relevant software applications; facilitating meetings and projects. The ability to understand new emerging trends in area(s) of expertise and prepares for changes that may occur because of these trends.

The ability to interact and work with individuals in a multi-cultural environment and welcome diversity within the organization. Able to work independently and be a strong effective team player, committed to delivering timely results; with excellent organizational skills and effectively manage multiple tasks and projects simultaneously. Ability to research and proposes new methodologies and technologies to enhance the work-flow process.

The ability to respond to written and verbal inquiries from a variety of internal and external sources for the purpose of resolving problems, providing information and/or referring to the appropriate personnel and/or identifying the relevant issues and recommending a remediation plan.

The ability to choose effective and appropriate communication and communicate in a respectful tone and manner, listen actively, writing clearly and accurately in a variety of contexts and formats and recognize cultural differences when communicating in a diverse environment. Must have excellent customer service skills.

### PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Associates degree plus three (3) years of related work experience. Must have valid driver's license for off-site travel. Official transcripts are required. \*\*\* Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for supporting the day-to-day operations and strategies of the small business programs at DCCCD. Manage programs that provide opportunities for growth to small businesses. Raises awareness of the Small Business Program through community outreach and coordinating special activities. Works with leadership to develop and establish goals and priorities for the Small Business Program.

Participates in networking with small business and speaking events to inform potential applicants of the benefits of the program. Reviews all paper work that is required and provides analysis of applications submitted to determine eligibility.

Collaborate with colleges in the district to source program interns, develop and implement training. Works closely with leadership, management and staff in completing assignments within allocated budget and meeting tight deadlines. Participates in assessment of the program through team debriefing and review process, providing feedback and coaching to help improve program execution.

Serves as first point of contact through face-to-face interaction, managing the program dedicated email account, phone lines and ensure questions are routed to the appropriate staff. Works with Faculty to acquire all curriculum materials prior to creating modules. Prepares all invoices, adjustments and business processing for activities at the Foundation as well as the district.

Stays abreast of new policies and procedures and completes professional development training to ensure optimum resource and information is disseminated to the staff as it relates to the program. Must have excellent interpersonal, presentation, oral and written communication skills to communicate with a wide array of diverse stakeholders and constituents within the DCCCD community network.

Performs other duties as assigned.

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*