



318 Main Street, Suite 400
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Evansvilleregion.com

POSITION DESCRIPTION: SBDC Office Administrator

Effective: July 2021
Type: Full-time, Non-Exempt
Reports to: Southwest SBDC Regional Director

- Are you a strong team player with stellar organization skills?
- Are you an innovative problem solver able to deliver outcomes and achieve goals?
- Are you resourceful and able to connect needs to solutions?
- Does the idea of building a better community and Evansville Region excite you?

The Evansville Regional Economic Partnership (E-REP) is passionate about building a stronger Evansville Region. E-REP serves as the regional partner for the Indiana Small Business Development Center (SBDC) in Southwest Indiana. The Indiana Small Business Development Center Network is composed of 10 regional offices focused on positive and measurable impact on the formation, growth, and sustainability of small businesses in Indiana, and to help Hoosier Entrepreneurs start stronger, grow faster, and work smarter. Embedded in the E-REP offices, the SBDC Office Administrator is the SBDC first point of contact responsible for coordinating all aspects of the client intake, assessment and scheduling. This position works directly and creatively with the internal team, entrepreneurs, and small business owners. In addition to providing high-quality customer service, the position coordinates SBDC office activities and operations to secure efficiency and compliance.

The Office Administrator is a strong communicator, both written and orally. The position should be able to prioritize under deadline pressure and respond to requests from team members, SBDC clients and the State of Indiana. This position is a collaborator across key functions of both E-REP and the SBDC while possessing the ability to think creatively and strategically. This position will require the ability to work independently.

A successful Office Administrator purposefully ties the SBDC mission with E-REP's guiding principles to deliver value to entrepreneurs, small business owners, members, investors, and partners while maintaining a positive public rapport. The Office Administrator's every day actions will exemplify the guiding principles of E-REP. The Office Administrator operates regionally, commits to equitable prosperity, keeps small business front and center, leverages the unique value of both the public and

private sectors in delivering success, and advances regional prosperity and global relevance.

Scope of Work

The role and responsibilities of the position will include but not be limited to the following:

Administrative

- Provides friendly, courteous, positive and high-quality service as first point of contact to potential clients and existing clients.
- Demonstrates exceptional organizational, planning and multi-tasking skills while managing the operations and office activities of the SBDC.
- Supports the Regional Director and Business Advisors in accomplishing the SBDC goals and deliverables.
- Directs calls and needs requests from entrepreneurs, small businesses and potential clients to the appropriate resource.
- Serves as first point of contact for onboarding with walk-in clients.
- Schedules clients with business advisors.
- Maintains ongoing communication with existing clients.
- Maintains all database and client information as the “super user” for Neoserra, the SBDC CRM.
- Manages ongoing client and center reports in Neoserra while maintaining confidentiality.
- Provides loan packaging for community revolving loan funds.
- Maintains a positive working relationship with lead center located in Indianapolis and peer regional centers located throughout Indiana.
- Work concurrently with other team members to increase leads for Co-working space, economic development and community development.
- Maintains a working knowledge of all activities and offerings within E-REP.
- Serves as backup to the E-REP Administrative Coordinator position as needed.
- Other duties as assigned.

Program and Event Management

- Establishes and monitors the budget for programs and events under guidance from Regional Director.
- Responsible for the execution of SBDC training and seminars.
- Coordinates with appropriate sponsors, volunteers and topic experts; prepares annual calendar of events, communicates and markets events.
- Handles event details including securing vendors, participant registration, payment, technology/AV requirements, etc.
- Other duties as assigned.

Marketing Outreach and Community Engagement

- Coordinates the marketing activities alongside E-REP communication team including use of social media, specifically Facebook and Constant Contact to increase awareness of SBDC Services and programs.
- Collaborates with the communication team to create appropriate event and seminar marketing materials.

Key Qualifications and Personal Attributes:

Qualifications:

Education:

This position requires a creative, detail-oriented administrative professional with an associate and/or bachelor's degree from an accredited university or college or equivalent experience.

Experience and Skills:

Two years of professional experience preferred.

Customer Service - Excellent interpersonal skills both in person and by phone, with high professionalism. Excellent customer service ethic and high expectations for quality.

Oral and written communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings. Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Planning and Organizing - The ability to manage a variety of tasks for a variety of people in a timely manner.

Analytical - Synthesizes complex or diverse information; 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; uses reason and poise when dealing with emotional topics.

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; remains open to others' ideas and tries new things.

Computer Skills - To perform this job successfully, an individual is required to be proficient in Microsoft Office Suite and the ability to use multiple databases to run reports and enter data.

Resourcefulness - Able to accomplish projects with little supervision.

Tech Savviness - Able to troubleshoot technology issues. Extensive knowledge of Microsoft Suite and other administrative programs.

E-REP is proud to be an equal opportunity employer focused on fostering an inclusive workplace and committed to hiring a workforce comprised of diverse backgrounds, cultures and thinking styles.

About the Evansville Regional Economic Partnership:

The Evansville Regional Economic Partnership (E-REP) was formed on April 1, 2021 as a result of a strategic alignment of three existing business organizations serving the Southwestern Indiana area – Southwest Indiana Chamber of Commerce (Chamber), Economic Development Coalition of Southwest Indiana (EDC) and the Growth Alliance for Greater Evansville (GAGE) as well as two separate Foundations—Southwest Indiana Chamber Foundation, Inc. and Quad County Development Commission, Inc. This unique and innovative partnership, which includes a 1,500-member Chamber of Commerce and Southwest Indiana’s two leading economic development organizations, represents a comprehensive approach to support the business community. The primary mission of E-REP is to encourage business attraction and expansion, job creation, and business investment to foster and promote a thriving economy throughout Southwest Indiana. By aligning the three organizations and the two foundations, E-REP provides a more comprehensive set of supports and services and is as the single point of contact for companies looking to locate or expand in Southwest Indiana. In addition, through effective and ongoing advocacy efforts, E-REP represents a powerful voice in promoting policies that foster a more business friendly environment throughout the region. The regional partnership with the Indiana Small Business Development Center continues with E-REP. Guiding Principles for E-REP:

- Operates regionally
- Commitment to equitable prosperity
- Small business is front and center
- Leverage the unique value of both the public and private sectors in delivering success
- Advances regional prosperity and global relevance

More information can be found at <https://evansvilleregion.com>