

San José State University Research Foundation

Position: Director, Silicon Valley Small Business Development Center at SJSU

DEPARTMENT: SJSURF

IMMEDIATE SUPERVISOR: Executive Director of SJSURF

POSTING DATE: October 17, 2022

CLOSING DATE: Until Filled

SALARY: \$90,000 - \$125,000 annually, DOQ/E

EXEMPT STATUS: Full-time, Exempt, Benefited

GENERAL NATURE OF POSITION

As one of the most transformative universities in the nation, San José State (SJSU) is dedicated to realizing the university's potential as a nationally prominent urban public university. With approximately 36,000 students and nearly 4,300 employees, SJSU is an essential partner in the economic, cultural and social development of Silicon Valley and California. The SJSU Research Foundation (SJSURF) provides an entrepreneurial management structure for SJSU to carry out specialized projects with a long and successful history of managing externally funded projects on behalf of the university. In January 2022, SJSURF began hosting the Silicon Valley Small Business Development Center (SBDC) serving Santa Clara County as part of the Northern California (NorCal) SBDC Network. The program is funded in part by the U.S. Small Business Administration (SBA) and the State of California's Governor's Office of Business and Economic Development (Go-Biz). This is not a state or federal position.

SBDCs provide a vast array of technical assistance to small businesses and aspiring entrepreneurs. By supporting business growth, sustainability and enhancing the creation of new businesses entities, SBDCs foster local and regional economic development through job creation and retention. The SBDC director is responsible for managing and directing all functions of the SBDC. This position oversees staff and contract consultants, and is responsible for developing, implementing and evaluating programs designed to provide business advising and training to small business owners. Duties include fiscal management, grant and contract administration, and a high level of interface with the public. The director will represent the SBDC program at a local and regional level within the economic development and business communities.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Plan, develop, implement, manage, and evaluate the delivery of services to small businesses and entrepreneurs in the Silicon Valley SBDC service area.
2. Lead efforts to achieve the Silicon Valley SBDC's annual performance objectives.

3. Maintain stakeholder engagement with business and economic development partners, community organizations, and other resource providers to promote SBDC services.
 4. Develop and implement an inclusive outreach plan for the Silicon Valley SBDC that reaches all eligible clients. Develop the language and cultural capacity to serve a diverse range of small business owners.
 5. Work with SJSU stakeholders to support Scholarship of Engagement through innovation and entrepreneurship to support SBDC activities.
 6. Attend regional SBDC meetings and SBDC events representing the Silicon Valley SBDC.
 7. Recruit talent to meet the small business needs of our communities; develop and implement new programs that are responsive to the changing needs of small businesses in the region.
 8. Supervise, train and evaluate the performance of assigned staff and independent contractors serving as SBDC advisors.
 9. Communicate and coordinate staff training on SJSURF and Silicon Valley SBDC policies or procedures. Develop training in response to staff and advisor needs.
 10. Effectively manage employee performance by consistently providing constructive feedback, taking a collaborative approach to employee development, and administering necessary training including evaluations and performance improvement plans. Hold team accountable and ensure the organization's core values and performance standards are met.
 11. Monitor employee attendance and accountability, run regular timesheet reports, and take action as needed to ensure proper reporting.
 12. Exercise good judgment in safeguarding confidential or sensitive information and adhere to high standards of confidentiality and honesty in all client interactions.
 13. Negotiate agreements between SBDC and local partner entities.
 14. Manage the center's budget and resources in compliance with state and federal contracts
 15. Communicate regularly and submit required reports to the NorCal SBDC Lead Center.
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INTERPERSONAL CONTACTS

- 1) Reports to the executive director of the Research Foundation.
 - 2) Functional accountability to the SJSU director of Innovation for program implementation.
 - 3) Interacts with SJSURF staff, clients, and vendors.
 - 4) Works closely with and reports to the SJSU director of innovation who will lead the relationship with the Northern California SBDC program lead (currently at Humboldt State University).
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SUPERVISORY RESPONSIBILITIES

Will supervise full-time and part-time SBDC staff including a project coordinator and an administrative resources specialist.

QUALIFICATIONS

Education and Experience

- A bachelor's degree in a business or business-related field; master's degree preferred.
- At least four years of professional experience small business finance, business/nonprofit management, or small business ownership.

- Experience working effectively with local community-based organizations.
- Prior direct business consulting, training or teaching experience is highly preferred.
- Experience working for a business technical assistance program, a non-profit, and/or federal or state grant program preferred.
- Experience with local community-based organizations representing a broad-spectrum of small businesses including first-generation founders and emerging innovation-based businesses preferred.
- Prior experience in working with grants either in a management, reporting, or writing capacity preferred.
- Ability to communicate in more than one language preferred.

Knowledge, Skills, Abilities Required

- Demonstrated familiarity with the small business ecosystems.
- Demonstrated ability to manage budget and fiscal compliance.
- Proficiency in the use of business software applications e.g. MS Office, and web-based software platforms for service delivery and client relationship management.
- Understanding of the small businesses and support systems in the Santa Clara County preferred.
- Demonstrated ability to develop and deliver small business programs to a wide variety of businesses including businesses formed by historically under-represented founders.
- Ability to work effectively as part of a management team and to provide leadership for SBDC staff.
- Understanding of regional small business industry clusters aligned to program priorities including emerging innovative small businesses.
- Understanding of the challenges and opportunities for small businesses and entrepreneurs including small business financing and access to capital.
- Demonstrated ability to plan and deliver events, workshops, and training programs.
- Demonstrated ability to expand service delivery and develop program funding.
- Ability to prepare clear, concise and timely reports and correspondence.
- A strong commitment to providing excellent and inclusive service and promoting the mission of SJSU and the Silicon Valley SBDC.
- Demonstrated ability in building relationships and fund development that will result in successful programs that meet cultural and language needs of diverse business communities
- Ability to speak to sponsors, partners and community groups to build awareness and enlist support of the SBDC and SJSU's mission.
- Ability to plan, organize, prioritize and effectively perform multiple tasks in an efficient manner.
- Proficient and comfortable speaking to large and small groups of people.
- Ability to attend events and meetings to represent the Silicon Valley SBDC.
- Knowledge of supplier diversity and government contracting programs desired.

Physical Requirements

- Must be able to operate a PC including a mouse and keyboard.
- Must be able to operate office equipment.
- Must be able to use a telephone and/or headset.
- Must be able to attend events and meetings to represent the Silicon Valley SBDC.

Complexity of Duties

- Exercise independent judgment in the coordination and completion of a diverse set of concurrent tasks, including leading specific research and/or project coordination efforts.

- Works on projects where analysis of data or solutions requires an evaluation of various factors.
- Works with minimal direction on assigned projects/programs.
- Works on a variety of projects at any given time.
- Ability to work both individually as well as in a group/team effort.

PLEASE NOTE: This position is considered a “sensitive” position by SJSURF and CSU policy. Consequently, the successful candidate must undergo and successfully complete the Live Scan (fingerprinting) background check as a condition of their employment. This background check must be completed before the actual start of employment.

NOTE: This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

BENEFITS

The San José State University Research Foundation (SJSURF) provides excellent benefits package to benefited employees. **The comprehensive benefit package includes:**

- a) Nine company subsidized CalPERS health insurance plans to choose from (employee contributions differ according to plan and level of coverage).
- b) Employer paid dental and vision for both employee and eligible dependents.
- c) Life, AD&D, LTD with supplemental coverage opportunities.
- d) 13 paid federal and state holidays.
- e) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer contribution component, which vests immediately.
- f) Vacation hour accruals and separate sick hour accumulations.
- g) Employee discounts.

Please visit the [Benefits & Compensation page](#) on the SJSU Research Foundation website for more detailed information.

COVID-19 VACCINATION POLICY

As required by the CSU Vaccination Policy, all new hires must be fully vaccinated against COVID19 starting on September 30, 2021. Fully vaccinated means it has been 14 days after the second dose of the Pfizer or Moderna vaccine has been given, or it has been 14 days after the one dose of the J&J vaccine has been given. Additionally all employees are required to have booster shots and provide proof to SJSU by 02/28/2022 or after the six months from the final dose of the original vaccination, whichever is later. Proof of being fully vaccinated does not need to be disclosed until a job offer has been made, and proof must be submitted after the acceptance of the job offer. New hires may request a reasonable accommodation of the COVID-19 vaccination requirement based on medical or religious reasons. New hires must submit their request for an accommodation form after they accept the job offer, and before their scheduled start date. The reasonable accommodation provided to the employee, if any, will depend on the employee’s job and the applicable facts, but it may include weekly COVID-19 testing. New hires who do not submit, before their scheduled start date, proof of being fully vaccinated or a request for reasonable accommodation will have their job offer revoked.

APPLICATION PROCEDURE

To apply for this position, an applicant must submit a formal application for employment, as well as a resume, and a cover letter. The formal employment application is located on the SJSURF website on the [Forms page](#). **All candidates must submit their application materials to foundation-jobs@sjsu.edu. Please add **DIR SV** to the subject line of the email.**

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the SJSURF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current SJSURF employees who apply for the position.

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REASONABLE ACCOMMODATION

The San José State University Research Foundation (SJSURF) is committed to providing access, equal opportunity, and reasonable accommodation for individuals with physical or mental disabilities in the employment, recruitment, examination, hiring and interviewing processes. If you are a job seeker with a physical or mental disability and require a reasonable accommodation to search, apply, or interview for a job opening or otherwise need a reasonable accommodation during the application and hiring process, please contact us at foundation-jobs@sjsu.edu. In the email message, please indicate your full name, phone number and the type of assistance required. You must not reveal the underlying medical reason for your needed reasonable accommodation or otherwise disclose confidential medical information.

ABOUT THE SJSU RESEARCH FOUNDATION

SJSURF employment is separate and distinct from San José State University or state of California employment. SJSURF employees are not employees of SJSU or of the state of California.

SJSURF is a non-profit auxiliary of San José State University. SJSURF is totally self-supported. The majority of the organization’s funding comes from the federal government, and other public and private entities. With annual revenues totaling over \$65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.

SJSURF is an equal opportunity employer and does not discriminate on the basis of race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition, sex, genetic information, sexual orientation, military and veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.