

# NORTHLAND PIONEER COLLEGE

## Position Description

<b>JOB TITLE:</b> <b>Small Business Analyst- Holbrook</b>	<b>CLASSIFICATION:</b> <b>Exempt</b>	<b>LOCATION: Holbrook</b> <b>Work Designation: H1</b>
<b>MANAGER/REPORTS TO:</b> <b>Director of Small Business Development Center</b>	<b>OVERTIME ELIGIBLE:</b> <b>No</b>	<b># OF DIRECT REPORTS: 0</b>

### GENERAL STATEMENT OF RESPONSIBILITIES:

Responsible for providing consultation to small business owners/managers. Serves as a resource for businesses and assists in identifying opportunities for extended client relationships. Supporting the Workforce and Economic development efforts of NPC. This position will require frequent travel throughout the Northland Pioneer College service areas, centers and campuses including the Navajo and Hopi reservations.

### ESSENTIAL FUNCTIONS:

#### Standard Expectations:

1. Provides confidential client business coaching and analysis.
2. Interviews new clients/start-ups for feasibility and economic impact.
3. Follows policies & procedures for Arizona SBDC Network offices.
4. Assist NPC's Workforce Development and Economic Development efforts.
5. Develops and presents seminars and workshops virtually and in person.
6. Oversee and present a minimum of three Dream Builder cohorts each year.
7. Designs and develops seminar and workshop marketing materials.
8. Reports coaching and workshop activity using Center IC (CIC) to report effort and economic development impact in the following areas: new business starts, new capital investments, new or retained jobs, increased sales, and new loans.
9. Handles questions on all SBDC activities from the community and clients.
10. Provides support for Director with administrative duties as assigned.

*The above statements are intended to describe the general nature and level of work performed by the incumbent; they do not purport to describe all functions. Incumbent may be assigned other duties, and the essential functions may change from time to time as necessary.*

#### Standard Competencies:

- Ability to understand and operate under several different financial grants with individual deliverables.
- Knowledge of business operations, including finance, operating controls systems, human resource management, customer service, marketing, public relations, and governmental regulations.
- Knowledge of current trends in business organization and management, including the economics and needs of the local business economy.
- Understanding complex business problems; elicit and summarize sensitive information using interview and coaching techniques.

COMPETENCIES	DESCRIPTION	PROFICIENCY
Technology	Ability to proficiently use Microsoft Office Products (i.e. Word, Excel, Outlook, PowerPoint) Adobe Products (Docu-Sign/E-Sign), Google Applications (Drive), Slack, Zoom, WebEx, and various other Microsoft 365 programs.	Intermediate
Communication	Ability to communicate effectively with faculty, staff, and the general public. Excellent intrapersonal skills.	Advanced
Diversity & Multi-Culturalism	Ability to work in a diverse, multi-cultural environment.	Advanced
Flexibility & Adaptability	Ability to adapt to the demands of any given day/time.	Intermediate
Self-Awareness	Ability to reflect on self-performance and growth opportunities.	Basic
Continual Improvement	Ability to seek opportunities for professional growth.	Basic
Action Oriented	Ability to make decisions and take action.	Intermediate
Confidentiality	Ability to maintain confidentiality.	Advanced
Physical	Ability to perform the following physical requirements of the position with or without reasonable accommodation: critical sensory requirements include general vision (corrected to 20/20), hearing or listening in the normal range (corrected), and speaking and giving directions.	Basic

#### **MINIMUM QUALIFICATIONS:**

- Bachelor's degree or a minimum of five years of experience in small business counseling and/or ownership.
- Five-years business experience.
- Skills and knowledge in business operations, small business practices and procedures.
- Valid Arizona Driver License.

#### **PREFERRED QUALIFICATIONS:**

- Bachelor's degree in business or a business-related field.
- Managerial or ownership experience in a small business environment.
- General accounting knowledge.
- Banking/Small Business Funding experience.
- Proficient in navigating Navajo Nation business regulatory requirements.
- Able to communicate in Navajo.

**BENEFITS:**

**Based on College Procedure employees may be eligible for up to:**

- Single Coverage Medical Insurance
- Optional Employee Pay Dental/Vision Insurance
- 4 Personal Days
- 12 Holiday Days
- 5 Days of Spring Break Leave
- 10-20 Days of Annual Leave (depending on service length)
- 18 Sick Days that can accrue up to 130 Days
- Professional Development Opportunities
- Arizona State Retirement System membership
- Life Insurance
- Long-Term Disability Insurance