

San José State University Research Foundation

Position: Manager, Client Experience and Economic Impact

DEPARTMENT: Silicon Valley Small Business Development Center (SVSBDC)

IMMEDIATE SUPERVISOR: Director, SVSBDC

POSTING DATE: April 20, 2022

SALARY: \$80,000-\$90,000 annually

EXEMPT STATUS: Exempt, Full-Time, Benefited

GENERAL NATURE OF POSITION

The Silicon Valley SBDC is housed at the San José State University Research Foundation (SJSURF). As one of the most transformative universities in the nation, San José State University (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 provides an entrepreneurial management structure to San José State University 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 a Small Business Development Center (SBDC) serving Santa Clara County as part of the Northern California 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). The manager, client experience and economic impact is a newly created, full-time, exempt, 12-month position. The job offers a competitive benefits package including group health, dental, and vision. The schedule is 40 hours per week, Monday through Friday, with varied schedules, occasional weekend and evening hours. While continuation of this position is foreseen for years to come, all Silicon Valley SBDC positions are contingent on continued federal and state funding. This is not a state or federal position.

The manager, client experience and economic impact will be responsible for a variety of tasks central to the primary mission of the center which is to provide quality advising to growth-oriented small businesses while collecting metrics which are evidential of economic impact. Reporting to the SBDC director, this position will serve as the primary liaison between contracted advisors and the center. The ideal candidate will be self-motivated, resourceful, have strong interpersonal and communication skills. They will also be comfortable working in a developmental atmosphere with key input into the creation of systems that will serve the SBDC for years to come.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Serve as the face of the center with regard to all contracted advisor activities.
 2. Be responsible for economic impact reporting for the center through Neoserra and any special reporting to NorCal.
 3. In partnership with SBDC director, develop and maintain cooperative working relationships and partnerships with other key organizations including NorCal (Northern California Regional SBDC Network), local businesses, chambers, and the university.
 4. Attend and assist with SBDC events, both live and online.
 5. Be responsible for creating and distributing client success stories.
 6. Assist the SBDC director as assigned.
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INTERPERSONAL CONTACTS

Reports to the SBDC director. Advises as to the work in progress and the work that needs attention.

SUPERVISORY RESPONSIBILITIES

Manages the work of project staff as needed.

QUALIFICATIONS

Education and Experience

- An associate or bachelor's degree from an accredited college or university.
- At least three years of experience working in a fast-paced, multi-faceted organization with progressively responsible office coordination and customer service activities.
- Previous experience working with independent contractors and associated reporting preferred.
- Previous experience working with small business entrepreneurs in the SBDC environment preferred.

Knowledge, Skills, Abilities Required

- Highly reliable and able to manage confidential information. Attention to detail and ability to multi-task is critical.
- Strong computer skills including proficiency in Word, Excel, PowerPoint, Google Docs.
- Familiarity with Customer Relationship Management software, particularly Neoserra.
- Excellent writing and verbal communication skills.
- Detail-orientated with superior organizational and multi-tasking abilities.
- Confidentiality is key for this role.

Physical Requirements

- Must be able to operate general office equipment.
- Must be able to sit for extended periods of time.
- Some physical labor might be required, must be able to lift a minimum 30lbs.

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 an 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) 14 paid federal & 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.
- h) Paid training and professional development conferences.

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 COVID-19 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 **MGR CEEI** 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.

REASONABLE ACCOMODATION

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.