

ADMINISTRATIVE ASSISTANT FOR SMALL BUSINESS DEVELOPMENT CENTER

GENERAL STATEMENT:

Serve as the administrative assistant for the Small Business Development Center (SBDC).

REPORTS TO:

Director, Small Business Development Center

OCCUPATIONAL GROUP:

Secretarial and Clerical

FLSA: Non-Exempt

QUALIFICATIONS FOR APPOINTMENT:

EDUCATION:

Associate degree in applied science with an emphasis in office administration or related field and office experience preferred. Evidence of continuing education or training in work place skills preferred in software packages, such as Microsoft Word, Excel, Outlook, Publisher, etc.

LICENSE OR CERTIFICATION:

None

EXPERIENCE:

General office skills: Budgeting/general accounting experience preferred. Experience with processing bill payments and forecasting disbursements against budget balances. Some background in computer based research services.

OTHER:

Some background in customer service or other demonstrated ability to interact with clients by phone in a courteous and professional manner. Ability to self generate work, prioritizing against deadlines and time management skills.

DUTIES AND RESPONSIBILITIES:

- Initial contact with client over the telephone. Answer questions about our services, arrange for clients to come to the office or follow-up by counselors.
- First contact with clients as they come to the office. Complete initial paperwork.
- Pickup mail, access and manage supplies.
- Maintain sufficient copies of handouts.
- Process bills for payment, checking for available funds. Update accounting and budget reports as necessary.
- Data entry of initial and follow-up client meetings. Process reports from the data management system.
- Research business issues for the counselor staff and the Director.
- Assist counselors and Director in completing projects.
- Travel to Dallas or other locations twice per year for training or other administrative duties.
- Interact with Director to assume partial responsibility for College administrative reporting.
- Take raw data from counselors and Director and complete coherent documents or presentations. Format a financial statement data base given samples.
- Learn new software as needed such as Constant Contact.
- Take on tasks as needed to meet the goals of the organization.
- Telephone skills to interact with relevant organizations.
- Function in an organization requiring confidentiality regarding our clients.
- Maintenance of client files and records related to SBA audits and other record keeping.

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PHYSICAL REQUIREMENTS:

- Within the general range of an office environment.
- Travel as needed.

The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

All TVCC positions are security sensitive and require a criminal background check.

Approved: 02/08/95

Revised: 05/09/2011

JD246