

JOB DESCRIPTION



Position Title: Dreambuilder Facilitator – Small Business Development Center

Division: Workforce Development

Employment Category: Non-Exempt Staff

Primary Location: District-wide
Based at Downtown Center

FLSA Classification: Non-Exempt
Remote Work Eligible: No

Parameters: 40 Hours/Week; 12 Months/Year **Pay Grade:** NE08
GRANT Funded (FUNDING ends December 2027)

Position Summary: The Dreambuilder Facilitator – Small Business Development Center (SBDC) is responsible for assisting entrepreneurs to start and grow their businesses by providing a step-by-step framework and online courses through Dreambuilder.org., providing business analysis, counseling, and training to small business owners and managers, and for serving as a resource for service area businesses and assisting in identifying development opportunities for seminars and workshops in support of the department mission.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:

Completes the required AZSBDC State Office Dreambuilder onboarding training that includes Dreambuilder dashboard usage, Center IC (CIC) usage for documenting one-to-one advising activity, marketing guidelines, reporting responsibilities, and AZSBDC New Employee Foundation onboarding training

Prepares the Dreambuilder instructional content that includes the cohort program format, gathers and prepares the instructional materials for the center's cohort sessions, modifies materials to suit the cohort's needs, coordinates with the AZSBDC state office program manager in cohort preparation and selection

Facilitates and advises the Dreambuilder cohort by planning, scheduling, and promoting cohort sessions, identifies and invites guest speakers for in-person sessions with topics aligned to the online Dreambuilder program modules; guides participants through program completion, providing one-to-one business advising program graduates; plans and conducts cohort graduation celebrations

Attends regularly scheduled best-practice sharing meetings with other AZSBDC Dreambuilder Facilitators each quarter; participates in regular SBDC Center staff meetings as determined appropriate by the SBDC Director

Completes reporting requirements, including attendance at monthly AZSBDC state meetings; providing regular and timely one-to-one advising notes, forecasting entries, capital infusion, sales growth and jobs data; works with the SBDC host grant department to ensure timely

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reporting to the AZSBDC State Office and program manager; reports participant success stories to the AZSBDC State Office program manager quarterly

Analyzes current and potential SBDC client business needs; develops a specific course of action; makes recommendations or referrals to internal programs or outside agencies, provides technical advice, problem solving assistance, and responds to questions and requests for information; provides business assistance services in accordance with Small Business Administration guidelines and procedures

Participates in SBDC-wide development and presentation of business development workshops and courses for current and prospective clients in response to identified needs, demand, and local area economic development; develops promotional materials for public distribution to promote the department program; establishes goals and objectives for the program and recommends revisions to program procedures; works towards program goal achievement

Represents the SBDC in community groups and with private sector partners/co-sponsors, primarily in the outlying areas of Cochise County; promotes the SBDC and related services through outreach, canvassing, and strategic contacting; recruits and refers SBDC clients and program participants

Develops promotional materials for public distribution; establishes goals and objectives for the program and recommends revisions to program procedures; participates in the preparation of proposals for new or continued funding from outside sponsors; prepares various reports with accuracy, including compliance metric reports, for college administration or sponsoring agencies

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Bachelor's degree in business administration or a related field from an institution accredited by an institutional accrediting body of higher learning recognized by the US Department of Education

Four years' related experience

Valid drivers' license and access to reliable personal transportation

Preference may be given to applicants with business ownership experience or have served in a managerial decision-making role

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered

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Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of current technologies and word processing, database, presentation, and spreadsheet software, specifically Microsoft Office applications

Knowledge of federal, state and local laws, regulations and guidelines related to assigned work

Knowledge of small business and entrepreneurial enterprises, referral agencies and all functional areas

Knowledge of management theories and practices

Skill identifying business community needs

Skill in public speaking

Skill in preparing and presenting accurate compliance metric reports

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to organize, prioritize, and follow multiple tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identifies solutions, and takes appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

Work Environment: Work is primarily performed under general supervision in a typical office setting with appropriate climate controls. Travel throughout service area is required. Evening and weekend work may also be required.

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, talking, hearing, and seeing.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports To: Director of Small Business Development Center

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.