



**Small Business
Development Centers**
State Lead Center Team



Jim Laipply

SBDC State Director/Deputy Chief, Office of Small Business and Entrepreneurship

Time with Ohio SBDC: 3.5 years (2 years SBDC Director, 1.5 Years SBDC Director/Deputy Chief)

Primary Responsibilities: Provides leadership and management in all aspects of the Ohio SBDC Program, including operations, performance management, budgeting & finance, grant compliance, stakeholder engagement, workforce development, service development, stakeholder relations, strategic planning, and marketing. Directly oversees performance of SBDC network. SBDC Direct Reports include Mike Shmukler, Domini Hunt and Diane Hoenig.

No less than 80% of time and effort is SBDC, up to 20% oversight duties of other small business programs, direct reports include state directors of: Ohio Procurement Technical Assistance Centers, Ohio Manufacturing Extension Partnership, Ohio Office of Export Assistance.



Diane Hoenig

Associate State Director

Time with Ohio SBDC: 1.5 Years

Primary Responsibilities: Oversees Ohio SBDC operations of the Ohio SBDC network, manages CAPE (onsite and training review) process, manages vendor relationships, assist in programmatic compliance monitoring, manages various communications tools (e.g. Workplace), Center IC, center reporting, performance management, impact verification activities (AV2), assists state director in annual grant submission and subrecipient ACF/RFP submission and other duties as assigned. Manages two direct reports, Jay and Abby.

100% of time and effort is Ohio SBDC.



Mike Shmukler

Contracts and Performance Manager

Time with Ohio SBDC: 3 years

Primary responsibilities: Fiscal oversight of the SBDC program, financial monitoring of all 23 subrecipients and management of lead center finances. Reviews all quarterly invoices for compliance and payment processing. Coordinates all federal fiscal reporting, budget development, develops fiscal portions of grants and is responsible for fiscal/grant compliance training for SBDC network. Manages all federal and state audits, issues all program grants and modifications and performs other duties as assigned including impact review. 100% time and effort is Ohio SBDC.



Domini Hunt

Training Program Manager

Time with Ohio SBDC: 19 years

Primary responsibilities: Oversees all professional development programming, develops and implements the Certified Business Adviser® certification program, manages the CBA®, Statwide professional development committee, SBDC new team orientation, new training/product development (e.g. IQa), develops and implements new workforce training programs/webinars and supports workforce recognition programs including award applications. Assist in technical writing and manages other duties as assigned.

100% time and effort is Ohio SBDC.



Abby Kaselak

SBDC Program Specialist

Time with Ohio SBDC: 6 Years

Prior SBDC Positions: Women's Business Program Manager, Partner Development Specialist

Primary Responsibilities: manages SBDC success story submission and development (print and video), SBDC lead for the planning and execution of Ohio SBDC's signature event, the Ohio Business

Matchmaker (500+ attendees per year), event planning (statewide, directors meetings etc.) represents the program at various outreached events, serves as backup on 1st Stop Hotline, coordinates distribution and ordering of SBDC marketing materials, assists in impact review procedures provides administrative support and completes other projects as assigned.

100% time and effort is Ohio SBDC.



Jay Mulligan

SBDC Program Specialist

Time with SBDC: 10 Years

Prior SBDC Positions: Ohio SBDC- intern, intermittent employee, program manager, partner development specialist.

Primary Responsibilities: 1st Stop Business Connection, monitoring information services, developing/updating content on 300+ industry specific checklist, responding to 1st stop hotline inquiries, manages training verification (700+ trainings per year), participates in training evaluation and CAPEs, assists with Center IC management including custom report, board and survey development, assists in impact review procedures.

100% time and effort is Ohio SBDC.

POSITION DESCRIPTION

AGENCY/DEPT ID DEVELOPMENT / DEV301110
DIVISION BUSINESS SERVICES
OFFICE SMALL BUSINESS & ENTREPRENEURSHIP
LOCATION/HQ COUNTY FRANKLIN

USUAL WORKING TITLE OF POSITION DEPUTY CHIEF & STATE SBDC DIRECTOR	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011174 ADMINISTRATIVE STAFF (CHIEF, BUSINESS SERVICES DIVISION)
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED
OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT	BARGAINING UNIT <input type="checkbox"/>
IF FLSA EXEMPT, EXEMPTION TYPE: PROFESSIONAL	EX
	POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE

POSITION NUMBER 20083150	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM	
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	75	<p>State Director of the Small Business Development Center Program Serves as State Director for the Ohio Small Business Development Center (i.e., SBDC) Program: leads & manages the Small Business Development Center network, consisting of 20-plus local offices providing small business counseling & training services through contracts with local governments, colleges & universities, & other non-profit organizations; supervises a staff of program managers, analysts & specialists that executes the program; develops & implements program strategy; prepares & administers operational plans, processes & budgets that meet state & federal requirements for the performance of the SBDC program; manages the relationship & contract with the Small Business Administration (i.e., SBA) to ensure compliance with all federal regulations & both the Ohio Development Services Agency (i.e., ODSA) & division goals; responsible for reporting all metrics internally & to the SBA.</p>	<p>Knowledge of: (1) Small Business Entrepreneurship & Growth; (2) Exporting; (3) Manufacturing; (4) Minority Business & Entrepreneurship; (5) Procurement; (6) Small Business Development Centers & Technical Business Assistance*; (7) Organizational & Transformational Leadership & Management, (8) Grants (e.g., State & Federal), (9) Business Services Division Incentives & Assistance Programs*, (10) Public Policy & Administration, (11) Operational Management & Budgeting;</p> <p>Skill in: (12) equipment operation (e.g., PC, copier, telephone), (13) operation of personal computer & related software (e.g., MS Word, MS Excel), (14) leading & managing large collaborative networks, (15) strategic planning, development, & strategy implementation, (16) interpersonal communication, (17) public speaking & communication, (18) evaluating, managing, & motivating talent;</p> <p>Ability to: (19) lead & manage others in a time of change, (20) quickly & correctly assess & evaluate an economic development project, recommended incentives, & any performance issues/remedial action based on limited data, (21) effectively represent Department, Division, & their leadership at meetings, events, etc., (22) develop a culture of exceptional personal & organizational customer service, accessibility & responsiveness, (23) develop & maintain positive, productive relationships with external & internal stakeholders, customers, & clients, (24) effectively lead & manage the Section managers & staff to produce superior service, (25) adapt to an ever-changing work environment & work responsibilities, (26) produce clear, concise, professional communication in a variety of formats.</p>	
JOB CODE 99580	List Position Number and Job Title of positions supervised. 20011260 ADMINISTRATIVE STAFF 20011292 ADMINISTRATIVE STAFF 20076489 ADMINISTRATIVE STAFF 20090440 ADMINISTRATIVE STAFF		SIGNATURE OF AGENCY REPRESENTATIVE DATE	

POSITION DESCRIPTION	AGENCY/DEPT ID DEVELOPMENT / DEV301110
	DIVISION BUSINESS SERVICES
	OFFICE SMALL BUSINESS & ENTREPRENEURSHIP
	LOCATION/HQ COUNTY FRANKLIN

USUAL WORKING TITLE OF POSITION DEPUTY CHIEF & STATE SBDC DIRECTOR	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011174 ADMINISTRATIVE STAFF (CHIEF, BUSINESS SERVICES DIVISION)
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED
OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT	BARGAINING UNIT <input type="checkbox"/>
IF FLSA EXEMPT, EXEMPTION TYPE: PROFESSIONAL	EX POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE

POSITION NUMBER 20083150	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM
	JOB DESCRIPTION AND WORKER CHARACTERISTICS		
ADMINISTRATIVE STAFF	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
	25	<p>Business Assistance Centers Network & Office Management Takes the lead to bring internal & external stakeholders together to develop an effective & efficient network of business assistance centers (e.g., Small Business Development Centers, Procurement Technical Assistance Centers, Export Assistance Network, Manufacturing Extension Partnership, etc.) to increase participation & improve client results: collaborates with other division managers & agency staff to improve collaboration with the services of the Entrepreneurial Services Program, Minority Business Assistance Centers & other similar programs; provides oversight of contracts with federal agencies (e.g., Small Business Administration, National Institute of Standards & Technology) to ensure compliance with all federal regulations & alignment of activities with agency goals.</p> <p>Sets expectations for Small Business & Entrepreneurship programs within agency; partners with office management, division leadership & Human Resources team to continuously develop, mentor, train & evaluate existing staff; recruits & helps to retain talented team members to drive organizational & cultural change that is in aligned with the direction established by both division & agency leadership teams; allocates human & financial resources to achieve the vision & operational workflow for office; fills in &/or allocates resources for any manager in the performance of his/her duties as needed; coordinates with division leaders to develop a strategic plan focused on delivering resources to small businesses & entrepreneurs to assist in their start-up & growth; ensures the plan & its related performance metrics are aligned with the agency's strategic plan; together with division leadership & other stakeholders, assists with developing & implementing performance analytics, workflow management, reporting & customer service that utilizes salesforce.com & other tools as needed.</p> <p>Demonstrates commitment to sound metrics, accountability & transparency while ensuring quality customer service.</p> <p>Unclassified per ORC 122:11 Administrative Staff per HB 356 (10/96)</p>	<p>Knowledge of: 1, 2, 3, 4, 5, 6*, 7, 8, 9*, 10, 11; Skill in: 12, 13, 14, 15, 16, 17, 18; Ability to: 19, 20, 21, 22, 23, 24, 25, 26.</p> <p>(*) Developed after employment</p> <p>Position requires travel: Incumbent must have a valid State of Ohio Driver's License in order to operate a state vehicle, or, must provide own transportation.</p>
JOB CODE 99580	List Position Number and Job Title of positions supervised. 20011260 ADMINISTRATIVE STAFF 20011292 ADMINISTRATIVE STAFF 20076489 ADMINISTRATIVE STAFF 20090440 ADMINISTRATIVE STAFF		SIGNATURE OF AGENCY REPRESENTATIVE DATE

POSITION DESCRIPTION	AGENCY/DEPT ID DEVELOPMENT / DEV301110
	DIVISION BUSINESS SERVICES
	OFFICE SMALL BUSINESS & ENTREPRENEURSHIP
	LOCATION/HQ COUNTY FRANKLIN

USUAL WORKING TITLE OF POSITION ASSOC. SBDC DIRECTOR/SMALL BUSINESS MGR		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011283 ADMINISTRATIVE STAFF (DEPUTY CHIEF/SBDC STATE DIRECTOR)	
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED	OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT IF FLSA EXEMPT, EXEMPTION TYPE: PROFESSIONAL	BARGAINING UNIT EX
		POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE	

POSITION NUMBER 20011202	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM	
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
JOB CODE TITLE ADMINISTRATIVE STAFF	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	50	Serves as Associate State Director for Ohio Small Business Development Center (i.e., SBDC) Program Lead Center Office: Manages day-to-day programmatic review, reporting and compliance operations of the office in support of the Ohio SBDC program. Duties include: oversees SBDC client management system (CenterIC), oversees development, management & maintenance of content and systems concerning program operating guidelines, rules, regulations & policy.	Knowledge of: (1) Budgeting, (2) Finance, (3) Accounting, (4) Management, (5) Workforce Planning, (6) Supervision, (7) Public Relations, (8) Human Relations, (9) Agency Policies & Procedures (e.g., ODSA standard operating policies, fiscal reporting, ODSA small business programs), (10) Government Structure & Process (e.g., OBM circulars, SBA), (11) Business, (12) Economic Development; Skill in: (15) Internet research, (16) operation of pc & related software (e.g., MS Word, Excel, Access), (17) equipment operation (e.g., fax, copier); Ability to: (20) understand practical field of study (e.g., business), (21) deal with many variables & determine specific action, (22) use financial analysis, (23) prepare meaningful, concise & accurate reports, (24) use proper research methods in gathering data, (25) gather, collate & classify information about data, people or things, (26) establish friendly atmosphere as supervisor of work unit, (27) travel to & from work sites around Ohio & occasionally outside of Ohio	
20	Manages high quality professional & administrative staff to carry out operations & program goals of Ohio SBDC; assigns duties & responsibilities to employees under direct supervision; completes employee performance reviews on a periodic basis, establishes performance goals & objectives with measurable benchmarks & time frames; reviews & approves staff requests for leave & handles disciplinary actions; understands & implements policies & procedures of US Small Business Administration (i.e., SBA) SBDC Program: develops & implements continuous improvement policies and procedures that drive program performance and client satisfaction, including systems that align with Association of Small Business Development Centers (ASBDC) Accreditation	Knowledge of: 4, 5, 7, 8, 9, 10, 11, 12; Skill in: 16, 17; Ability to: 20, 21, 22, 23, 24, 25, 26, 27.		
JOB CODE 99580	List Position Number and Job Title of positions supervised. 20011229 ADMINISTRATIVE STAFF 20011044 ADMINISTRATIVE STAFF		SIGNATURE OF AGENCY REPRESENTATIVE	
JOB CODE			DATE	

POSITION DESCRIPTION	AGENCY/DEPT ID DEVELOPMENT / DEV301110
	DIVISION BUSINESS SERVICES
	OFFICE SMALL BUSINESS & ENTREPRENEURSHIP
	LOCATION/HQ COUNTY FRANKLIN

USUAL WORKING TITLE OF POSITION ASSOC. SBDC DIRECTOR/SMALL BUSINESS MGR	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011283 ADMINISTRATIVE STAFF (DEPUTY CHIEF/SBDC STATE DIRECTOR)
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED
OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT	BARGAINING UNIT EX
IF FLSA EXEMPT, EXEMPTION TYPE: PROFESSIONAL	POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE

POSITION NUMBER 20011202	<input type="checkbox"/> Reclassification <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM		
	JOB DESCRIPTION AND WORKER CHARACTERISTICS				
ADMINISTRATIVE STAFF	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
	10	Assists in the development & implementation of a state-wide strategic business assistance program providing high quality one-on-one business consulting, a diverse mix of business seminars & training events, research support services & advocacy on behalf of a variety of public & private stakeholder partners, & assists in the management of these partnerships & resources; develops policies and procedures that ensure sub-recipient accountability and performance with special attention to the verification and validation of reported program impact; develops policies and procedures to ensure program accountability; conducts onsite performance evaluations of sub recipients; travels to local SBDC offices as needed.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12; Skill in: 16, 17; Ability to: 20, 21, 22, 23, 24, 25, 26, 27.		
	10	Maintains a positive & productive working relationship with Ohio's District SBA offices, national SBA office, Ohio SBDC Network of Lead Centers, & Association of Small Business Development Centers; Interfaces with SBA & other federal officials to ensure efficient & accurate reporting of cooperative agreement activity, seamless transfer of data to relevant federal data bases & implementation of new policies & procedures that ensure State of Ohio support of federal small business objectives; interfaces with SBDC Lead Center Managers to ensure collaboration & accurate reporting of SBDC supplemental programs & other approved SBA related programming for small businesses; manages high quality professional & administrative staff to carry out operations & program goals of Ohio SBDC; builds relationships & provide services to a diverse cultural, ethical & social constituency.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12; Skill in: 16, 17; Ability to: 20, 21, 22, 23, 24, 25, 26, 27.		
	05	Assists in the development and oversight of the Request for Proposal and continuation of funding application process for statewide program; interfaces with grantees & other organizations to facilitate proposal development, modification & compliance; educates staff accordingly; Assists in the ASBDC accreditation process.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12; Skill in: 16, 17; Ability to: 20, 21, 22, 23, 24, 25, 26, 27.		
99580	05	Acts on behalf of State SBDC Director in his or her absence Demonstrates commitment to sound metrics, accountability & transparency while ensuring quality customer service.	Must have a valid Ohio Driver's License & be able to travel to work sites throughout Ohio & occasionally outside of Ohio.		
	List Position Number and Job Title of positions supervised. 20011229 ADMINISTRATIVE STAFF 20011044 ADMINISTRATIVE STAFF		SIGNATURE OF AGENCY REPRESENTATIVE		DATE
JOB CODE					

POSITION DESCRIPTION	AGENCY/DEPT ID DEVELOPMENT / DEV 301110
	DIVISION BUSINESS SERVICES
	OFFICE BUSINESS ASSISTANCE
	LOCATION/HQ COUNTY FRANKLIN

USUAL WORKING TITLE OF POSITION CONTRACTS AND PERFORMANCE MANAGER	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011202 ADMINISTRATIVE STAFF
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED
OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT IF FLSA EXEMPT, EXEMPTION TYPE: PROFESSIONAL	BARGAINING UNIT EX
POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE	

POSITION NUMBER 20078013	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM	
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
JOB CODE TITLE ADMINISTRATIVE STAFF	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	50	<p>Acts as CONTRACTS AND PERFORMANCE MANAGER for Ohio Small Business Development Center (i.e., SBDC) Program State Lead Center office: assists in financial operations of office; interfaces with Small Business Administration (i.e., SBA) & other federal officials to ensure efficient & accurate reporting of cooperative agreement activity, seamless transfer of data to relevant federal data basis & implementation of new policies & procedures that ensure State of Ohio support of federal small business objectives: oversees budget development & management, information management; travels to SBDCs as needed. Collects reviews and processes invoices in a timely manner. Works to implement strategies to streamline invoice collection, processing and payment. Reviews all local SBDC center costs and program income for allowability under Small Business Administration grant agreement and applicable OMB circulars. Oversees lead office federal time reporting, and monitors lead office spending and ensures proper tracking of expenditures on the programs general ledger. Provides reports and updates to the State Director and Associated State Director. Collaborates with agency fiscal staff on the preparation and submission of required federal financial reports including the SF 425.</p>	<p>Knowledge of: (1) Budgeting, (2) Finance, (3) Accounting, (4) Management, (5) Workforce Planning, (6) Supervision, (7) Public Relations, (8) Human Relations, (9) Agency Policies & Procedures (e.g., ODSA standard operating policies, fiscal reporting, ODSA small business programs)*, (10) Government Structure & Process (e.g., OBM circulars, SBA)*, (11) Business, (12) Economic Development, (13) Grant Administration; Skill in: (16) operation of pc & related software (e.g., MS Word, Excel, Access, Salesforce), (17) equipment operation (e.g., fax, copier); Ability to: (20) understand practical field of study (e.g., business), (21) define problems, collect data, establish facts & draw valid conclusions, (22) use financial analysis, (23) prepare meaningful, concise & accurate reports, (24) use proper research methods in gathering data, (25) gather, collate & classify information about data, people or things, (26) Establish friendly atmosphere as supervisor of work unit, (27) travel to & from various work sites around Ohio.</p>	
JOB CODE 99580	25	<p>Assists in development and execution of SBDC fiscal audit & evaluation process of field offices; assists in performance evaluations of SBDC field offices; travels as needed.</p>	<p>Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9*, 10*, 11, 12, 13; Skill in: 16, 17; Ability to: 20, 21, 22, 23, 24, 25, 26, 27.</p>	
	List Position Number and Job Title of positions supervised.		SIGNATURE OF AGENCY REPRESENTATIVE	DATE

POSITION DESCRIPTION	AGENCY/DEPT ID DEVELOPMENT / DEV 301110
	DIVISION BUSINESS SERVICES
	OFFICE BUSINESS ASSISTANCE
	LOCATION/HQ COUNTY FRANKLIN

USUAL WORKING TITLE OF POSITION CONTRACTS AND PERFORMANCE MANAGER		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011202 ADMINISTRATIVE STAFF (ASSOCIATE SBDC DIRECTOR, SMALL BUSINESS)		
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED	OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT IF FLSA EXEMPT, EXEMPTION TYPE: PROFESSIONAL	BARGAINING UNIT EX	POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE

POSITION NUMBER 20078013	<input type="checkbox"/> Reclassification <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM	
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
JOB CODE TITLE ADMINISTRATIVE STAFF	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	10	Assists the State Director and Associate State Director in the collection of program data & provides for analysis of program-to-goal accomplishments; prepares & submits detailed fiscal reports; analyzes data; assists in ensuring local SBDCs properly enter client data and counseling notes in the SBDC client management system.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9*, 10*, 11, 12, 13; Skill in: 16, 17; Ability to: 20, 21, 22, 23, 24, 25, 26.	
JOB CODE 99580	15	Assists with annual Request For Proposal process for statewide program; interfaces with grantees; oversees development, management & maintenance of content on SBDC extranet concerning program operating guidelines, rules, regulations & policy. Performs other duties as required. Demonstrates commitment to exceptional customer service performance standards in alignment with agency's promise to deliver service, support, & solutions to customers	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9*, 10*, 11, 12, 13; Skill in: 16, 17; Ability to: 20, 21, 22, 23, 24, 25, 26, 27. *Developed after employment Position requires travel: Incumbent must have a valid State of Ohio Driver's License in order to operate a state vehicle, or, must provide own transportation.	
	List Position Number and Job Title of positions supervised.		SIGNATURE OF AGENCY REPRESENTATIVE	DATE

POSITION DESCRIPTION

AGENCY/DEPT ID	DEVELOPMENT / DEV301110
DIVISION	BUSINESS SERVICES
OFFICE	SMALL BUSINESS & ENTREPRENEURSHIP
LOCATION/HQ COUNTY	FRANKLIN

USUAL WORKING TITLE OF POSITION TRAINING & COMMUNICATIONS SPECIALIST	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011202 ADMINISTRATIVE STAFF (ASSOCIATE SBDC DIRECTOR/SMALL BUSINESS MANAGER)
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED
OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT	BARGAINING UNIT <input type="checkbox"/>
IF FLSA EXEMPT, EXEMPTION TYPE: ADMIN	POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE
	EX

POSITION NUMBER 20011198	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM	
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
JOB CODE TITLE ADMINISTRATIVE STAFF	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	50	<p>Oversees & coordinates training programs for Ohio Small Business Development Center (i.e., SBDC) statewide network; manages Certified Business Advisor® (i.e., CBA) program including but not limited to: initiates & conducts search for third party education partner (e.g., develops criteria, identifies & interviews institutions, writes Request for Quotations to prospective partners, negotiates contract, monitors contract compliance & maintains budget); meets with education partner to review implementation & content of course to ensure program meets SBDC quality standards, & is aligned with up-to-date management strategies, general business needs & current regulatory requirements; develops & maintains CBA Policy Manual, General Guidelines, Academic Code of Conduct; conducts periodic needs assessment to ensure content meets needs of Business Advisors & clients; coordinates committee of SBDC Network staff to review, assess & offer improvement to the CBA Curriculum, operations, etc.; serves as information resource on CBA to SBDCs nationwide; registers CBA candidates & monitors course completion; prepares monthly & annual reports on CBA graduates; resolves any issues that may arise (e.g., issues regarding content, fees, training forms & infringements of CBA policies); manages retention process & full SBDC Hiring process – Onboarding process – Orientation & CBA compliance; works with internal & external partners to maintain & update CBA website.</p>	<p>Knowledge of: (1) Management Science (e.g., OSBDC training)*, (2) Strategic Planning, (3) Curriculum Development, (4) Training & Organization Development, (5) Public Speaking, (6) Effective Communication Techniques, (7) Business; Skill in: (10) use of delivery technologies (i.e. audio-visual aides, distance learning, web-based programs), (11) operation of personal computer & related software; Ability to: (15) deal with some abstract but mostly concrete variables, (16) write training instructions, (17) gather, collate & classify information about data people or things, (18) analyze & communicate concepts in pertinent area of training.</p>	
25	<p>Conceptualizes & manages development & implementation of training for both SBDC field staff & general public, including webinars on issues of major impact on small businesses: represents SBDC program & CBA program to key outside organizations & collaborates with diverse internal & external partners to promote & integrate their training workshops throughout Ohio (e.g., develops marketing materials as appropriate for SBDC program & training programs); establishes annual training calendar for the SBDC program.</p>	<p>Knowledge of: 1*, 2, 3, 4, 5, 6, 7; Skill in: 10,11; Ability to: 15, 16, 17, 18.</p>		
JOB CODE 99580	List Position Number and Job Title of positions supervised.		SIGNATURE OF AGENCY REPRESENTATIVE	
			DATE	

POSITION DESCRIPTION

AGENCY/DEPT ID	DEVELOPMENT / DEV301110
DIVISION	BUSINESS SERVICES
OFFICE	SMALL BUSINESS & ENTREPRENEURSHIP
LOCATION/HQ COUNTY	FRANKLIN

USUAL WORKING TITLE OF POSITION TRAINING & COMMUNICATIONS SPECIALIST	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011202 ADMINISTRATIVE STAFF (ASSOCIATE SBDC DIRECTOR/SMALL BUSINESS MANAGER)
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT IF FLSA EXEMPT, EXEMPTION TYPE: ADMIN
	BARGAINING UNIT <input type="checkbox"/> EX
	POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE

POSITION NUMBER 20011198	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM	
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
JOB CODE TITLE ADMINISTRATIVE STAFF	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	25	<p>Manages planning & implementation of the annual SBDC Statewide Conference for SBDC Network including but not limited to: coordinating a committee of SBDC Network staff to plan & prepare the program agenda; assess the needs of the SBDC Network; assigns speakers & topics; works with internal & external resources to complete the full coordination & execution of the event; assists with planning & coordinating other SBDC Network meetings &/or training opportunities; performs other duties as assigned.</p> <p>Demonstrates commitment to sound metrics, accountability & transparency while ensuring quality customer service.</p> <p>Unclassified per ORC 122.11 Administrative Staff per HB 356 (10/96)</p>	<p>Knowledge of: 1*, 2, 3, 4, 5, 6, 7; Skill in: 10,11; Ability to: 15, 16, 17, 18.</p> <p>*Developed after employed</p>	
JOB CODE 99580	List Position Number and Job Title of positions supervised.		SIGNATURE OF AGENCY REPRESENTATIVE	
			DATE	

POSITION DESCRIPTION	AGENCY/DEPT ID DEVELOPMENT / DEV301110
	DIVISION BUSINESS SERVICES
	OFFICE SMALL BUSINESS & ENTREPRENEURSHIP
	LOCATION/HQ COUNTY FRANKLIN

USUAL WORKING TITLE OF POSITION SBDC PROGRAM SPECIALIST		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011202 ADMINISTRATIVE STAFF (ASSOCIATE SBDC PROGRAM DIRECTOR/SMALL BUSINESS MGR)		
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED	OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT	BARGAINING UNIT <input type="checkbox"/>	POSITION HYPERLINKED TO <input type="checkbox"/>
IF FLSA EXEMPT, EXEMPTION TYPE: PROFESSIONAL		EX		AGENCY ORGANIZATIONAL TREE

POSITION NUMBER 20011229	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM	
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	60	Provides administrative support to the Small Business Development Center (SBDC) programmatic requirements & compliance; processes reports & success stories; collects and processes success stories with assistance of communication office for public release; collects information for data input for a database of resources partners, stakeholders and funders; supports the service center relationships including & sharing programs best practices in goal performance; developing & fostering an in-depth understanding & relationship with each service center across the network of SBDCs; maintains regular communication & dialog via various media (phone, written, electronic); assists with meeting and event planning for the program; writes professional, business reports & summaries; provides insight & understanding of the successes, challenges, & opportunities experienced by the clients & personnel in our centers.	Knowledge of: (1) Business Administration, (2) Economic Development, (3) Marketing & Outreach, (4) Management, (5) Workforce Planning, (6) Budgeting, (7) Public Relations, (8) Human Relations, (9) Agency Policies & Procedures (e.g., ODSA standard operating policies, ODSA small business programs)*, (10) Government Structure & Process (e.g., SBA)*, (11) Strategic Planning; Skill in: (15) operation of a personal computer & related software (e.g., MS Word, Excel, Access), (16) equipment operation (e.g., fax, copier, multi-line telephone); Ability to: (17) understand practical field of study (e.g., business), (18) define problems, collect data, establish facts & draw valid conclusions, (19) use statistical analysis, (20) gather, collate & classify information about data, people or things.	
20	Serves as liaison with local community partners: disseminates information, explains programs; plans, developing agendas & coordinating supporting services; attending & participating in meetings & conferences on behalf of SBDC; keeping comprehensive records & files; performs other related duties as assigned.	Knowledge of: 1, 2, 3, 5, 7, 8, 9*, 10*; Skill in: 15, 16; Ability to: 17, 18, 19, 20.		
20	Assists in SBDC support activities: conducts audit & evaluation process of field service centers; collects program data; reviews & reports on annual Request For Proposal process for statewide program; & other duties as assigned	Knowledge of: 1, 2, 3, 5, 7, 8, 9*, 10*; Skill in: 15, 16; Ability to: 17, 18, 19, 20.		
99580	Demonstrates commitment to sound metrics, accountability & transparency while ensuring quality customer service. Unclassified per ORC 122.11 Administrative Staff per HB 356 (10/96)		*Developed after employed	
JOB CODE	List Position Number and Job Title of positions supervised.	SIGNATURE OF AGENCY REPRESENTATIVE <i>Susan Boothe / MK</i>		DATE 3/14/16

POSITION DESCRIPTION

AGENCY/DEPT ID DEVELOPMENT / DEV301110
DIVISION BUSINESS SERVICES
OFFICE SMALL BUSINESS & ENTREPRENEURSHIP
LOCATION/HQ COUNTY FRANKLIN

USUAL WORKING TITLE OF POSITION PROGRAM SPECIALIST	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20011202 ADMINISTRATIVE STAFF (ASSOCIATE SBDC PROGRAM DIRECTOR/SMALL BUSINESS MGR)
<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY <input type="checkbox"/> INTERMITTENT	<input type="checkbox"/> CLASSIFIED <input checked="" type="checkbox"/> UNCLASSIFIED
OVERTIME: <input type="checkbox"/> ELIGIBLE <input checked="" type="checkbox"/> EXEMPT	BARGAINING UNIT <input type="checkbox"/>
IF FLSA EXEMPT, EXEMPTION TYPE: PROFESSIONAL	EX
	POSITION HYPERLINKED TO <input type="checkbox"/> AGENCY ORGANIZATIONAL TREE

POSITION NUMBER 20011044	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		NORMAL WORKING HOURS (Explain unusual or rotating shift) FROM: 8:00 AM TO: 5:00 PM
	JOB DESCRIPTION AND WORKER CHARACTERISTICS		
JOB CODE TITLE ADMINISTRATIVE STAFF	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
	65	<p>Provides administrative support for Small Business & Entrepreneurship Client Management System to ensure efficient & effective operations: monitors grantees for adherence to established program guidelines; conducts detailed review of client casework & training activities to insure compliance with legislation, regulations & policies; reviews grant related documents (e.g., client records, progress reports); evaluates SBDC network performance; provides technical assistance to grantees; provides input into the establishment of goals for new & existing state programs or activities; reviews & approves grantee reports such as training reports; provides input to management regarding program policy, goals & objectives, specific areas of need & other relevant issues; meets with management to seek input &/or convey status of grantees' programs.</p> <p>Reviews & approves client casework & training activities in the Case Management tool – Center IC; develops and issues monthly reports from the system & prepares reports for management review & use to support the compliance of the program standards. Works with grantees to develop custom reporting tools to meet local needs and drive informed decision making and program performance.</p> <p>Supports continuous improvement activities of the SBDC network by assisting in performance audits & evaluates process of field service centers; provides customer support to the general public; reviews & updates content related to the SBDC's web presence ; interfaces with grantees.</p>	<p>Knowledge of: (1) Business Administration (2) Economic Development (3) Marketing & Outreach (4) Management, (5) Workforce Planning, (6) Budgeting, (7) Public Relations, (8) Human Relations, (9) Agency Policies & Procedures (e.g., ODSA standard operating policies, ODSA small business programs)*, (10) Government Structure & Process (e.g., SBA)*, (11) Strategic Planning; Skill in: (15) operation of a personal computer & related software (e.g., MS Word, Excel, Access), (16) equipment operation (e.g., fax, copier, multi-line telephone); Ability to: (17) understand practical field of study (e.g., business), (18) define problems, collect data, establish facts & draw valid conclusions, (19) use statistical analysis, (20) gather, collate & classify information about data, people or things.</p>
	25	<p>Works with Associate SBDC Director to develop and execute a coordinated approach to the review/update content, develop new relevant content and issue new information on the 1st Stop Business Connection, an information resource on the Ohio Business Gateway. Works with external agency staff and agency communications team to update content on the site. Using site analytics and business development trends, makes recommendations on the development of new content to further assist entrepreneurs with planning activities.</p>	<p>Knowledge of: 1, 2, 3, 5, 7, 8, 9*, 10*; Skill in: 15, 16; Ability to: 17, 18, 19, 20.</p> <p>Knowledge of: 1, 2, 3, 5, 7, 8, 9*, 10*; Skill in: 15, 16; Ability to: 17, 18, 19, 20.</p>
10	<p>Serves as liaison with federal & state agencies: disseminates information, explains programs; plans, develops agendas & coordinates supporting services; attends & participates in meetings & conferences as required; keeps comprehensive records & files; performs other related duties as assigned.</p> <p>Demonstrates commitment to sound metrics, accountability & transparency while ensuring quality customer service.</p> <p>Unclassified per ORC 122.11 Administrative Staff per HB 356 (10/96)</p>	<p>Knowledge of: 1, 2, 3, 5, 7, 8, 9*, 10*; Skill in: 15, 16; Ability to: 17, 18, 19, 20.</p> <p>*Developed after employed</p>	
JOB CODE 99580	List Position Number and Job Title of positions supervised.		SIGNATURE OF AGENCY REPRESENTATIVE
			DATE

