



Position Title:	PROGRAM SPECIALIST FOR CLIENT SERVICES & FISCAL OPERATIONS (Program Specialist)
Recruitment #:	#190
Full/Part-Time:	Full-Time
Temporary:	Temporary, ends on or before June 30, 2025. Any continuation beyond June 30, 2025, is contingent upon satisfactory performance and available funding. Employment is at-will.
Salary:	\$3,200 - \$5,000 per month. (Anticipated hiring salary not to exceed \$4,792 per month)
Department:	Small Business Development Center (SBDC) for the School of Business & Public Administration
Available:	Immediately
Special Conditions:	Background/Fingerprint Clearance
Sensitive Position	Yes
Posted:	June 10, 2024
Closing Date:	For priority consideration, application materials must be received by June 24, 2024; however, the position will remain open until filled.

Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

APPLICATION PACKET REQUIREMENTS

This position requires (including those on campus) submission of:

- A standard CSUB, Auxiliary job application download at: (<https://maindata.csub.edu/media/53846/download?inline>)
- Names of three (3) professional references
- Copy of degree/transcripts/typing certificate (within 2 years), if applicable and requested
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education, and experience required.
- Please review the Application Procedure section for instructions on how to submit your application.

POSITION PURPOSE: Under general direction and direct supervision of the Small Business Development Center (SBDC) Director, the Program Specialist for Client Services & Fiscal Operations performs a wide variety of program related activities and oversees the complex and specialized administrative and financial functions to support the overall successful operations of the Center's programs and objectives. The Program Specialist for Client Services & Fiscal Operations also performs other related duties as assigned by superiors. It is projected the duties are split 50/50 from client services and fiscal operations.

DUTIES:

- Helps to ensure Center operates within and maintains compliance with all applicable Regional SBDC and SBA policies and procedures related to grants, financial transactions, and reporting.
- Assists the SBDC Director prepare for UCM/SBA audits and provides auditors with financial and other requested information/documentation.
- Schedules and organizes SBDC webinars/seminars; processes registrations; communicates and distributes relevant information to participants, host institution, Regional SBDC staff, and SBA.
- Supervises the day-to-day activities of Student workers, Associate Consultants (Sr. level student workers), Student Marketing Coordinator and other interns or volunteer coordinating their activities and workload.
- Support SBDC Staff/Contractors in preparation of CSUB payment processing of expenditure requests of all SBDC expenses and invoices approved by Director for payment through fiscal agent (Host). Also support activities to include GRaSP reporting, facilitate and support programs of the School of Business & Public Administration (BPA) and other campus related activities.
- Coordinates and oversees the marketing function of the SBDC including our many digital platforms and social networks. Works closely with the SBDC Staff/Contractors Coordinates to authorize releases of printed and marketing information. Oversees the printing and/or duplication of SBDC marketing materials either in-house or with appropriate outside vendors.
- Provides training to SBDC consultants and staff regarding proper use of the Neoserra and other client databases.

Auxiliary for Sponsored Programs Administration

California State University, Bakersfield
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- Maintains effective working relationships with representatives from local government agencies, educational institutions, business assistance agencies, economic development groups, etc.
- Provide needed outreach and represent the Center when the Center Director is unavailable in community meetings, stakeholder groups, business functions, client events, University events and meeting, chamber of commerce functions, local government and economic development events and other meetings.
- Collects and secures funds when appropriate, received and monies collected by SBDC program activities, prepares appropriate documentation, and submits to fiscal agent (Host) enabling timely deposit of funds.
- Creatively plans, coordinates, and oversees the successful delivery of the SBDC training programs across service area and the Central California region when appropriate. Work with local, regional, and statewide partners, political partners, stakeholders, and other to market events for maximum benefit to the small business community.
- Supervises SBDC staff in the office when the SBDC Director is off-site.
- Communicates changes in SBDC policies, procedures, and regulations to SBDC staff and counselors. Finds professional development opportunities for Consulting Contractors and provides information on the latest tools, programs, and resources to better serve our clients. Design forms and compose general and specialized office correspondence.
- Performs other related duties as assigned.
- The Program Specialist – Client Services and Operations shall demonstrate the ability to:
 - Work independently and collaboratively.
 - Competently operate a microcomputer and peripheral equipment and utilize general and specialized software packages/applications for the purposes of word processing, spreadsheets, database management, Internet navigation, financial reporting, facility scheduling, sending and receiving electronic communications.
 - Work under pressure to meet multiple deadlines and timetables; Meet personal work deadlines and work accurately within complex and flexible schedules.
 - Listen actively and effectively, communicate clearly and effectively both orally and in writing while accurately follow oral and written directions and apply knowledge of proper English usage, grammar, spelling, and punctuation.
 - Accept and prepare work in anticipation of the needs and deadlines of Host staff and other SBDC employees.
 - Maintain positive attitude in an office environment with significant telephone and customer interaction, subject to regular interruptions.
 - Establish and maintain cooperative external working relationships with other CSU Bakersfield departments, staff, clients, and the general community using tact, patience, and a positive attitude.
 - Demonstrate clear evidence of sensitivity to and understanding of the diverse socioeconomic, cultural, disability and ethnic backgrounds of clients, staff, stakeholders, and community members.

REQUIRED QUALIFICATIONS:

Education: A bachelor's degree in accounting, finance, business administration or related business field from an accredited U.S. educational institution is preferred, but not required.

Experience: A minimum two (2) years of experience performing Financial/Administrative support related to billing, budgeting, and interfacing with financial individuals in an academic, business, non-profit, government or professional association environment. Requires proficiency in MS Office (Word, Excel, Outlook, PowerPoint). Experience working with online platforms (Zoom, Neoserra, etc.) within an organization that assists or supports small businesses is desirable. Experience providing lead direction to employees, volunteer or students is highly desirable.

SKILLS, KNOWLEDGE, ABILITIES (SKA's):

- Regular and reliable attendance is required.
- Working knowledge of general practices, program, and/or administrative specialty.
- Basic knowledge of and ability to apply fundamental concepts. Working knowledge of budget policies and procedures.
- Ability to learn, interpret, and apply a wide variety of policies and procedures relating to and impacting the applicable program, organizational unit, and/or administrative specialty.
- Knowledge of basic methods and procedures for research and statistical analysis and the ability to apply them.
- Ability to analyze data and make accurate projections using business mathematics and basic statistical techniques.
- Ability to organize and plan work and projects including handling multiple priorities.
- Ability to make independent decisions and exercise sound judgment.
- Ability to compile, write, and present reports related to program or administrative specialty.
- Demonstrated ability to establish and maintain effective working relationships within and outside the work group and serve as a liaison for the organizational unit.

- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Excellent communication skills: ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling, and punctuation.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and competence with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

APPLICATION PROCEDURE: The official California State University Bakersfield Auxiliary for Sponsored Programs Administration application is located at this link: <https://maindata.csub.edu/media/53846/download?inline> and must be completed in full and received in the Human Resources Office by 5:00 p.m. via email on specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. **Please email your application materials to jobs@csub.edu and reference [Auxiliary #190](#) in the subject line.**

Applications are available outside the Office of Human Resources and may be downloaded from the CSUB Auxiliary for Sponsored Program Administration website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 6-8 weeks from the closing date for a position to be filled.

To check the status of your application, go to the California State University Bakersfield Auxiliary for Sponsored Program Administration page at: <https://www.csub.edu/hr/auxiliary>. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University Bakersfield Auxiliary for Sponsored Programs Administration and will not be copied or returned.

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience, and interest in the position.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU Bakersfield Auxiliary for Sponsored Programs Administration. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

SENSITIVE POSITION: Sensitive positions are designated by the CSU Bakersfield Auxiliary for Sponsored Programs Administration as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the Auxiliary or individuals in the university community.

MANDATED REPORTER: Not a reporter.

GENERAL INFORMATION: It is the policy of California State University Bakersfield Auxiliary for Sponsored Programs Administration to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment.