

**Job Code:.... 101439**  
**Position #: (PSA) (E)**  
**Developed by:..... EH**  
**Reviewed by:..... LK**  
**Approved by:..... LK**  
**Date:..... 09/20**

**UNIVERSITY OF RHODE ISLAND**  
**Position Description**

**TITLE:** Coordinator, Training /URI SBDC

**DIVISION:** Research and Economic Development (Small Business Development Center)

**REPORTS TO:** Associate State Director, RISBDC

**GRADE:** 10

**SUPERVISES:** N/A

**BASIC FUNCTION:**

Work closely with the lead center and center directors to prepare and present training on a variety of topics critical to the success of small businesses in the state. Plan events, work with presenters and follow up with attendees with evaluations and related items. Follow RISBDC reporting requirements; policies and procedures; SBA and SBDC policies; and other guidelines in providing services and supporting the goals and mission of the RISBDC.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Coordinate the delivery of educational programming as required by the RISBDC.

Through the use of needs assessments and other tools, identify training needs of the small business communities and specific topics for seminars/webinars.

Work with resource partners, chambers, and others to coordinate and present seminars/webinars.

Work in conjunction with the RISBDC marketing team to promote all seminars/webinars.

Coordinate all on-line training activities of the RISBDC. This includes not only RISBDC events but also events which the RISBDC is a cosponsor, on-line trainings that clients can access through the RISBDC website and other events sponsored by other organizations.

Locate, schedule and coordinate with subject experts for various seminars/webinars.

Interface with seminar/webinar registrants and attendees. This includes reminders of events that the individual has registered for and the appropriate follow-up after the event (evaluations, feedback, etc.)

Assist with outreach to clients, partners, and stakeholders on SBDC services and impact.

Report all educational program data into CRM in a timely manner.

**OTHER DUTIES AND RESPONSIBILITIES:**

Travel as needed.

Perform other duties as assigned.

**LICENSES, TOOLS AND EQUIPMENT:**

Personal computers, printers, Microsoft Office suite of products (or equivalent.)

**ENVIRONMENTAL CONDITIONS:**

This position is not substantially exposed to adverse environmental conditions.

**QUALIFICATIONS:**

**REQUIRED:** Bachelor's Degree in Business Management, Marketing, Education, Communications or related field; Demonstrated customer relations and marketing abilities; Demonstrated ability to manage multiple projects simultaneously; Demonstrated understanding of current small business issues and resources; Demonstrated ability to work with and coordinate with speaker and experts on a variety of small business related topics; Demonstrated skill in establishing and maintaining working relationships with clients and organizations representing culturally diverse backgrounds; Demonstrated ability to work with diverse groups/populations; Demonstrated customer service skills; Demonstrated presentation and training skills; Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated problem solving and decision-making skills; Demonstrated experience planning and coordinating activities and events; Demonstrated digital technology skills (including use of appropriate digital marketing platforms); Demonstrated ability to use the CRM to enter data and generate reports; Demonstrated ability to establish and maintain working relationships with coworkers and resource partners; Demonstrated knowledge of federal, state, and other programs which support small business and entrepreneurs; and, Willingness to travel and work flexible hours.

**PREFERRED:** Demonstrated experience with Small Business Development Center; and, Demonstrated experience with Center IC MIS system.

**ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.**