

# TREASURE VALLEY COMMUNITY COLLEGE

TVCC is a comprehensive community college dedicated to promoting student success.

## RECRUITMENT ANNOUNCEMENT

### Office Manager

(Small Business Development Center)

**PAY** - \$17.00 per hour

**JOB TYPE** - Part-time (19 hrs per week)

**DEADLINE** - Open until filled

**LOCATION** - Ontario, Oregon

**DEPARTMENT** – SBDC

**REPORTS TO** – SBDC Director

This position is responsible for the daily office operations of the Small Business Development Center (SBDC). Performs secretarial duties for the SBDC Director as needed. Extensive computer work (mainly database management, workshop registration, and brochure creation). Primary duties include phone inquiries and registrations, walk-in office traffic, client report maintenance, workshop organization, and fiscal record keeping. Maintains records, assists clients, staff or the public, according to the guidelines set forth in the Treasure Valley Community College policies & procedures, and the Oregon SBDC Network (OSBDCN). Maintains relationships with various campus departments to facilitate program integration and awareness.

#### QUALIFICATIONS

**MANDATORY:** High school education or equivalent and up to two years of clerical experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties. A minimum of 6 months experience in public relations, customer service or related experience with high public contact. Requires the use of general principles and techniques of secretarial practices. Must be or become familiar with policies and programs related to department served.

**PREFERRED:** Associate's degree in Business-related or Administrative/Office Management

- Must have strong communication and organization skills. Ability to maintain a positive and professional attitude while handling multiple tasks.
- Must be able to set priorities, initiate work and meet deadlines with minimal guidance.
- Must be able to learn new things quickly and problem solve effectively, using attention to detail, accuracy, and good organizational skills.
- Must be able to analyze needs of walk-in, telephone or email clients determining the needs and stage of their business.
- Must have basic knowledge of computer operations and the ability to operate selected software programs and Internet functions related to the position.

- Preferred: Strong MS Office skills (Word, Excel, Access, Publisher)  
Strong MS Outlook skills (calendaring, email, contact management)  
Computerized record keeping experience.
- Ability to maintain contractually required confidentiality with regard to clients, instructors, advisors, and CBWCL activities.
- Skills in grammar, punctuation, spelling, vocabulary, proofreading, communication and in being organized required.
- Positive people and phone skills required.

#### ESSENTIAL FUNCTIONS

Demonstrating exceptional customer service, effectively communicating with customers through various channels such as phone, email, chat, or in-person interactions to understand their needs, provide assistance, and ensure a positive experience. This includes active listening, clear and concise verbal communication, and proficient written communication skills to convey information accurately and professionally.

Acts as office receptionist, by phone and in person. Responds to routine requests for information. Answers e-mails from clients, students, business and other agencies.

Assist students, staff, and the public in the intake services (in person, on-line and telephone) for applications and class registrations by directing them to the appropriate personnel / department in student services.

Create and maintain instructor course material class files.

Maintains confidential SBDC advising client files and records.

Prepare and input Center IC, notes and events.

Coordinate with the physical plant staff to arrange and schedule classrooms, equipment, and instructional materials for SBDC classes.

Coordinate with the Registrar to support appropriate sections for all SBDC courses are created.

Conducts initial pre-advising interviews, screening client and determines appropriate course of action: class, advisor, outside referral or other form of assistance.

Coordinates and maintains the schedules of the SBDC advisors, instructors, and as appropriate, the Director.

Assists in the development, production, and distribution of marketing materials; such as flyers, brochures, and schedules.

Attends professional and college meetings as required.

#### TERMS OF EMPLOYMENT

Part-time (up to 19 hrs per week), non-exempt (hourly), grant-funded position. Work hours will be flexible. Schedule will be mutually agreed upon with the Director.

#### BENEFITS

Per Oregon law, 1 hour of sick leave will be earned for every 30 hours worked.

**VETERANS PREFERENCE**

Applicants are eligible for a Veteran's Preference in accordance with Oregon law. Preference will be given only if the applicant meets the minimum qualifications of the position and submits the required documentation at the time of application. You can request copies of your military service records through the National Archives website at <http://www.archives.gov/veterans/military-service-records/>.

The College reserves the right to reject all applicants and ask for a re-opening of the position or make a direct appointment.

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**TREASURE VALLEY COMMUNITY COLLEGE IS AN  
EQUAL OPPORTUNITY EDUCATOR AND EMPLOYER**

It is the policy of the Treasure Valley Community College Board of Education and the College that there will be no discrimination or harassment on the basis of race, color, sex, marital status, sexual orientation, gender identity, religion, national origin, age or disability in any educational programs, activities or employment. Lack of English language skills will not be a barrier to admission and participation in career and technical education programs. Persons having questions about equal opportunity and non-discrimination should contact the Human Resources Director located in the Performing Arts Center on the south side of the Four Rivers Cultural Center building, or call (541) 881-5838 or TDD (541) 881-2723.

Es la póliza de la Junta de Educación de "Treasure Valley Community College" que no habrá tolerancia a la discriminación ni acoso por motivos de raza, color de piel, genero, estado civil, orientación sexual, identidad de género, religión, nacionalidad, edad o discapacidad en cualquier actividad relacionada al estudio, o empleo. La falta de habilidades en el idioma inglés no será barrera para la admisión y ser participe en programas de carreras técnicas y profesional. Individuos que tengan preguntas sobre oportunidades y no discriminación deben ponerse en contacto con el Director de Recursos Humanos ubicados en el "Performing Arts Center" en el lado sur del edificio "Four Rivers Cultural Center". Teléfono (541) 881-5838 o TDD (541) 881-2723.