
Job Title	Technology Small Business Advisor, Economic Disaster Recover
PVN ID	BA-2109-004233
Category	Instruction and Social Service
Location	BARUCH COLLEGE
Department	Baruch Small Business Development Center
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Nov 09, 2021 (Or Until Filled)

General Description

This position provides critical economic disaster business advice and counsel to clients of the Small Business Development Center at the Baruch College campus, and works as part of a team that serves small businesses, non-profits and faith based entities throughout the region. This position will focus exclusively on assisting clients with business, technology and E-marketing for Covid-19 related disaster and recovery. This position reports to the regional SBDC director and may involve advising out of immediate geographic area.

Other Duties

Overall aid to the business owner seeking to start, restart, grow or expand a small business during the current Covid-19 crisis disaster and recovery

Be able to provide solid, customer-centric, timely and comprehensive technology assistance to clients in diverse business types via Zoom, Skype, Teams or other virtual meeting platforms, on the phone or, as permitted, in person

Provide direct, one on one business advice and counseling to small business owners, non-profits and faith based entities impacted by the Covid-19 pandemic, including creation of e commerce strategy , digitization of company assets, technology infrastructure, project management tools and other technology counseling as needed.

Conduct thorough analysis of the affected businesses, including, but not limited to, financial, marketing, operations, staffing, liability and overall business functions; make recommendations to business owners on disaster abatement and recovery efforts

Work with business owners to review current marketing, e-marketing advertising, outreach and social media plans and strategy and craft a disaster management and recovery marketing strategy and plan that encompasses a cost effective and comprehensive disaster recovery marketing blueprint

Review business operations to include supply chain, purchasing and procurement, stock rotation, pricing, inventory control and management, parts suppliers, stocked item selection and price, and new sales avenues

Ability to speak to groups in a scripted or extemporaneous setting

Ability to input data into proprietary data system accurately and in a timely manner, to include effort, narratives and financials

Other duties as assigned

Qualifications

A graduate degree (Ms, MBA) in business, technology or a related field preferred, however, prior business ownership or technology experience may be substituted for the degree.

Experience designing, developing and delivering stand up training in a virtual and/or in-person environment a plus

Strong and proven technology skills, including Word, Excel, PowerPoint; QuickBooks is a plus

Self-motivated and directed, with experience determining priorities, strategies and processes in partnership with others

Creative, inventive, flexible, adaptable, caring and resilient individual dedicated to clients and the creation, preservation and growth of local small businesses during a challenging economic time

Ability to effectively communicate over the phone, in person, on online platforms (Zoom, Skype, Teams, etc.) is required

Energy and commitment to conducting “cold calls” to business owners and managers to promote the services of the SBDC to assist in business recoveries

Demonstrated excellence in written and verbal communications, customer service, client follow up, overall business acumen, quantitative and qualitative evaluation and client outreach required

Positive, “can-do” attitude and ability to work effectively with a wide variety of businesses and owners during a time of stress and great difficulty

Relevant business process improvement exposure or experience, including leading others in a thorough and fact-driven analysis of overall business operations is a strong plus

Strong and proven interest in being part of a center, host institution and statewide effort to assist businesses and business owners come out of an economic crisis

Verbal and written fluency in a language other than English a definite plus