

State Director

Louisiana Small Business Development Center (LSBDC)

Position Summary

Reporting to the Chancellor of Louisiana Delta Community College, the State Director is responsible for leadership and management of the Louisiana Small Business Development Center's network by setting strategic direction for the program; providing management and oversight of all LSBDC network employees; developing, deploying, evaluating and improving program services including business advising, educational programming and research to fulfill program mission, objectives and contractual deliverables; compliance with sponsor's funding requirements; outreach and developing and managing relationships with stakeholders and partners to acquire resources and customers; LSBDC program communication, branding and marketing.

Responsibilities:

- Directly oversees the LSBDC leadership team and business advisors at all locations; develops strategic and annual operating plans in support of the LSBDC mission; provides for fiscal solvency; fulfills mission and required deliverables.
- Represents the LSBDC to parties within and outside of the state; establishes and maintains sound business relationships that are beneficial to the success of the LSBDC and to small business growth and development within the state.
- Ensures professional delivery of client services including comprehensive consulting services, training, and other programs for businesses within the state.
- Acts independently to align available resources with the objectives of the U.S. Small Business Administration, the State of Louisiana and other funding agencies; determines and provides appropriate oversight and training of business advisors to support their ability to meet established goals.
- Responsible for all personnel decisions, including staffing, hiring, firing, evaluation, promotion and training, program design, goals, financial control and accountability; ensures adherence to college policies and procedures.
- Acts as a liaison with business and industry leaders, professionals, legislators, government officials and others to promote LSBDC as a business resource.
- Oversees the programmatic and fiscal operations of the unit; seeks and applies for additional public and private financing to provide for financial self-reliance.
- Ensures LSBDC complies with all federal and state mandates including accreditation standards.
- Attends annual ASBDC conference, completes relevant training programs, and maintains all certifications as directed or required.
- Identifies and creates the systems and structure that will strengthen the evaluation and impact of LSBDC programs across the State of Louisiana.
- Leads the client satisfaction review process and oversees changes as necessary for improvement.
- Convenes and maintains an advisory council to support the LSBDC.
- Performs related duties as required.

Minimum Qualifications:

- Master's degree in Business or related field.
- At least five years of relevant experience which must include program and personnel management experience.
- Demonstrated knowledge of federal, state and local business development issues.
- Proven experience working with and supporting entrepreneurs or small businesses.
- Demonstrated experience with grants including developing and managing operating budgets and resources and forecasting revenues and expenses.
- Proven excellent written and oral communication skills, including presentation skills.
- Demonstrated excellent interpersonal skills and the ability to establish, maintain and grow relationships with diverse constituents.
- Proven experience developing, implementing and evaluating strategic plans to accomplish goals/objectives.

- Proven experience making informed, timely and sound business decisions and executing responsibilities efficiently and effectively with little direction.
- Willingness and ability to work flexible hours and travel in-state and out-of-state in support of center activities.
- Commitment to excellence in public service and the ability to work with federal, state, and higher education partners in the best interest of small business development in the State of Louisiana.

Preferred Qualifications:

- Demonstrated knowledge of management, human resources and fiscal procedures in a higher education environment.
- Prior experience evaluating the effectiveness of services and determining appropriate actions for improvements.
- Proficient with Microsoft Office products, especially Excel, Word, Outlook.
- Prior experience with a CRM system including interpreting data and developing reports.

Appointment Terms:

This is a full-time, professional, “at-will” position based in Monroe, Louisiana.