



**Colorado Small Business Development Center Network, Minority Business Office  
and  
The Colorado Office of Economic Development & International Trade**

<b>Job Title:</b>	SBDC Small Business Navigator
<b>Job Location:</b>	Denver, CO
<b>Reports to:</b>	State Director, SBDC Lead Center
<b>Salary Range:</b>	\$40,000 - \$47,500

**OVERVIEW**

The Colorado SBDC Network is dedicated to help small businesses throughout Colorado achieve their goals of growth, expansion, innovation, increased productivity, management improvement and success. The SBDC combines the resources of federal, state, and local organizations with those of the educational system and private sector to meet the specialized and complex needs for the small business community.

The Colorado SBDC is a division of the Colorado Office of Economic Development & International Trade (OEDIT). OEDIT was created to foster a positive business climate that encourages quality economic development through financial and technical assistance provided in support of local and regional economic development activities throughout the State of Colorado.

The Minority Business Office mission is to develop a comprehensive support system for small, minority, women, and veteran-owned businesses to improve opportunities to obtain contracts (private and government) to grow and prosper and become significant players in Colorado's main stream economy.

**Area of Expertise:**

Looking for a Small Business Representative, with excellent customer service skills, knowledge of starting a business, suggesting and finding the best resources within the SBDC network for businesses to grow and prosper, assisting with the guiding businesses through the potential of Minority and Women certifications at the state and federal level, as well as clarifying the needs of the customer and directing them to the best resources. The hotline is the first point of contact for new and existing business owners with questions about federal, state, and local licensing requirements. The Navigator also covers questions from out-of-state businesses looking to do business in the State of Colorado.

**Responsibilities:**

- Customer service on phone calls for the small business hotline and OEDIT lines
- Provide walk-in service to individuals seeking to start or move a business to Colorado
- Respond to all written correspondence, e-mails or any requests from the website for business information
- Perform e-introductions with SBDC centers for consulting follow-up and track results of referrals
- Compile and customize small business packets for clients to be sent electronically



- Maintain inventory of materials (federal, state, local) to be distributed to startup and existing businesses
- Keep records of all contacts in our call center database (Center IC)
- Update and seek new information on the small business databases for the State of Colorado
- Track and trend business needs data collected on the phone calls, emails, walk-ins and websites
- Assist the State Director on activities throughout the state as needed
- Coordinating workshops with the Minority Business Office (MBO) Director on start up businesses and other events as needed
- Refer certified businesses to MBO business directory
- Assist the Minority Business Office Director and staff with projects as needed
- Successful candidate needs to be able to track and create simple demographic reports on a monthly/quarterly basis or as needed
- Act as point of contact for SBDC board meetings and state forums
- Assist the SBDC State Director, Deputy Director and Program Managers with projects as needed
- Working knowledge of OEDIT divisions, grants, and programs, and refer to departments when applicable
- Cooperate with external partners and other State Agencies as needed
- Act as Employee Ownership liaison

### **COMPETENCIES**

- Previous experience in customer service
- Customer focus adaptability to different personality types as well as analyzing customer's request.
- Strong phone and verbal communications skills along with active listening
- Ability to track, analyze, and produce reports related to serviced clients/calls
- Ability to multi-task, set priorities and manage time effectively

### **EDUCATIONAL AND SKILLS REQUIREMENTS**

- BS degree in business administration, economics, communications, marketing or similar field
- One to three (1-3) years of experience in office/business environment (this may include internships, volunteer work or other experience applicable)

### **APPLICATION PROCESS**

Applicants will need to submit a cover letter, resume, and references to Joey Jenkins at [joey.jenkins@state.co.us](mailto:joey.jenkins@state.co.us), c/o Wendy Wojcik ([wendy.wojcik@state.co.us](mailto:wendy.wojcik@state.co.us)). Applications are due on Friday, September 8th at 5:00 PM Mountain Daylight Time. Due to the large volume of resumes we receive, we do not acknowledge receipt of each resume and are unable to give status updates. If a strong match is found between your qualifications and the requirements of the position, a member of the recruiting staff will contact you to further discuss the career opportunity.

