

<b>Job Description</b>	
<b>VBOC DIRECTOR</b>	
<b>Reports To:</b> Senior Director of Economic Development Programs	<b>FLSA Status:</b> Exempt
<b>Position Status:</b> Regular, Full-Time	<b>Revision Date:</b> January 2023

### **Summary of Essential Role and Responsibilities**

This position of Veteran’s Business Outreach Center (VBOC) Regional Director is hosted by Big Sky Economic Development (BSED) and fully meets contract responsibilities with the SBA serving a three State service area. This position is responsible for managing the operation of the VBOC center and providing training, outreach, and counseling for veterans, transitioning servicemembers, and their spouses looking to start or grow a small business. This position is also responsible for the promotion of VBOC services, training events and workshops and networking with community organizations and leaders involved in small business and economic development. This position is also responsible for management and reporting to meet all federal requirements of the VBOC program and to work in partnership with the other Big Sky Economic Development programs and services.

### **Essential Duties and Responsibilities**

To perform the job successfully, an individual must be able to perform each essential duty to a high level. Duties are performed under the general direction of the Senior Director of Economic Development Programs and are a representation of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Training**

1. Direct the planning, coordination and delivery of Boots to Business Training for transitioning servicemembers and their spouses at Air Force Bases in our three-state region.
2. Train and supervise VBOC staff in the delivery of the Boots to Business curriculum.
3. Train local SBA resource partners to help deliver Boots to Business curriculum.
4. Collaborate with local resource partners to develop and deliver curriculum for in-person or virtual training for veterans, spouses and National Guard/Reserve Component members off installation.

#### **Outreach**

1. In collaboration with the Marketing Director, market program to the entire service region following an annual marketing plan and budget.
2. Proactively develop and maintain effective public-private partnerships that support veteran and military spouse entrepreneurship.
3. Work to deepen the credibility and awareness of the services available to veterans and their spouses.

4. Advocate for the VBOC program, the SBA (and their resource partners) and Big Sky Economic Development at all times.
5. Attend special events representing the VBOC.

### **Client Engagement**

1. Direct the operations of VBOC's individualized consulting services to connect veterans and their spouses with tools and resource referrals.
2. Perform client intake and needs assessment in preparation for individualized one-on-one counseling.
3. Answer fundamental and complex business-related questions for veteran and military spouse small business clients at all stages of development, including pre-venture, startup, existing and growth.
4. Connect clients with the resources and relationships they need to be successful in their entrepreneurial journey.

### **Program Management**

1. Define and manage annual operating budget for the Center in collaboration with the Senior Director of Economic Development Programs and Senior Financial Officer
2. Develop annual program of services by utilizing SWOT analysis and prepare annual program report for the Board of BSED.
3. Manage and track client training, outreach and counseling progress in the CRM system (Neoserra) in a timely manner.
4. Provide direction to support staff, volunteers, and contractors that are a part of delivering VBOC services.
5. Perform all clerical and administrative duties for the program as needed.
6. Other duties as assigned.

### **Required Knowledge, Skills and Abilities**

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform job duties at a high level.

1. Military/Civilian Cross-Cultural Awareness – deep understanding of veterans/military spouse backgrounds and the challenges faced during post-service transition.
2. Training/Facilitation Skills – ability to present, facilitate and lead small and large group discussions with varying levels of audience expertise. Ability to teach both self-prepared curricula and the SBA's standardized Boots to Business training modules to adult learners in both a classroom and online formats.
3. Consulting/Advising Skills – possesses keen business acumen to effectively analyze, interpret, and coach clients from various industries on multi-faceted business concepts and through all facets of the business planning process.
4. Interpersonal Relations – ability to build strong relationships, create positive, lasting impressions and communicate effectively with a diverse group of people.
5. Leadership Skills – ability to influence, motivate, and elevate others to do more than they knew possible.

6. Communication Skills— knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, proper grammar, and professional etiquette.
7. Personal Effectiveness/Time Management - ability to strategically utilize time and resources to manage priorities, timelines, deadlines and details under pressure, with accuracy, and to a high level of proficiency.
8. Technical Capability –Strong proficiency in fundamental office and computer equipment, Microsoft Office Suite, CRM platforms, cloud-based software applications, and virtual communication platforms.
9. Teamwork Oriented – ability to effectively partner within a collaborative effort to achieve common goals and outcomes.
10. Adaptability – ability to modify actions, direction or approach to changing situations and expectations in a respectful and professional manner.

#### **Minimum Qualifications**

1. Bachelor’s Degree in Business Management (or related field), or equivalent combination of education and job-related experience
2. Veteran and/or Military Spouse preferred
3. Previous experience starting, owning, operating and/or managing a business strongly preferred
4. Previous experience providing professional advising, consulting or training services preferred

#### **Physical Abilities and Job Requirements**

The physical demand described here are representative of those that must be met by an employee in order to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. The job requires work-related travel, with occasional overnight stays, by personal vehicle and commercial transportation to participate in business-related meetings, consulting, training and counseling to a three state region. Employee must have a valid driver license and be able to operate a motor vehicle.

Daily duties of this job will involve reasonable amount of standing, sitting, lifting, driving, public speaking, and computer use. Such activities will require sufficient manual dexterity, vision, mobility, clarity of speech, and hearing to effectively perform the duties and responsibilities of this position.

Work hours will generally be 8:00 A.M. to 5:00 P.M., Monday through Friday; however, some activities, trainings and workshop events, client meetings, and Board meetings may require morning, evening or weekend hours, and travel as needed.

#### **Working Environment**

Work is in a professional office environment with noise levels that are usually moderate.

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those positions(s).*

*I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.*

*I understand that Big Sky EDA reserves the right to revise or change this job description as the need arises. I have reviewed this job description and received a copy.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_