



Job Description	
<b>VBOC Project Manager</b>	
<b>Reports To:</b> VBOC Regional Director	<b>FLSA Status:</b> Exempt
<b>Position Status:</b> Regular, Full-Time	<b>Revision Date:</b> September 2023

**Summary of Essential Role and Responsibilities**

The Veterans Business Outreach Center (VBOC) Project Manager works in Big Sky Economic Development’s Veterans Business Outreach Center and under the direction of the Regional VBOC Director. This position coordinates and executes training, outreach, and counseling for veterans, transitioning servicemembers, and their spouses looking to start or grow a small business. These services are provided across a three-state region (MT, WY, UT).

**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 VBOC Director and are a representation of the several 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. Uses discretion and independent judgement to plan, coordinate and facilitate the delivery of Boots to Business Training for transitioning servicemembers and their spouses at Air Force Bases in our three-state region.
2. Provide and coordinate training support to the local SBA resource partners to ensure delivery Boots to Business curriculum.
3. Directly or through collaboration with local resource partners, develop and deliver curriculum for in-person or virtual training for veterans, spouses, and National Guard/Reserve Component members off installation.

**Outreach**

1. Proactively develop and maintain effective public-private relationships with resource partners that support veteran and military spouse entrepreneurship.
2. Work to deepen the credibility and awareness of the services available to veterans and their spouses.
3. Advocate for the VBOC program, the SBA (and their resource partners) and Big Sky Economic Development at all times.
4. Attend special events representing the VBOC.

**Client Engagement**

1. Acts as an advisor or consultant to VBOC clients, functioning as the front line for all client service calls often pertaining to the management or general operations of businesses and startups.
2. Perform client intake and needs assessment in preparation for individualized one-on-one counseling.

3. Understand fundamental and complex business-related questions for veteran and military spouse small business clients in order to direct the client to the appropriate resource partner they need to be successful in their entrepreneurial journey.

### **Program Administration**

1. Perform all clerical and administrative duties for the program as needed.
2. Manage and track client training, outreach, and counseling progress in the CRM system (Neoserra) in a timely manner.
3. Serve as back up to the VBOC Director for relevant projects and engagements as needed.
4. Attend annual VBOC training conference in Washington DC (may be virtual or in-person).
5. 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. Experience in coordination of travel, training, event support and/or planning, and other forms of outreach messaging.
2. Military/Civilian Cross-Cultural Awareness – deep understanding of veterans/military spouse backgrounds and the challenges faced during post-service transition.
3. Experience using program/project management principles, practices, and processes including CRM tools and other tracking and outreach software.
4. Possession of business acumen to effectively analyze and interpret client’s needs and connect them with the appropriate resource partner that can further assist their entrepreneurial efforts.
5. Interpersonal Relations – ability to build strong relationships, create positive, lasting impressions and communicate effectively with a diverse group of people.
6. Leadership Skills – ability to influence, motivate, and elevate others to do more than they knew possible.
7. 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.
8. 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.
9. Technical Capability –Strong proficiency in fundamental office and computer equipment, Microsoft Office Suite, CRM platforms, cloud-based software applications, and virtual communication platforms.
10. Teamwork Oriented – ability to effectively partner within a collaborative effort to achieve common goals and outcomes.

11. 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 recognized Project Management Certification (e.g., PMP); or equivalent combination of education and job-related experience
2. Military community member preferred Previous experience starting, owning, operating and/or managing a business (preferred)
3. Previous experience providing project management support for consulting or training services (preferred)

### **Job Requirements**

Additional job requirements include:

1. This job requires some work-related travel with overnight stays, travel by personal and/or rented vehicle, or commercial air transportation.
2. Must have reliable transportation, be able to operate a motor vehicle, have a valid driver’s license, and the ability to travel.
3. Office hours are generally 8 a.m. until 5 p.m. The weekly schedule may fluctuate as a result of early morning, lunch hour, evening and weekend work and will be coordinated with the VBOC Director.
4. Work is performed in the Big Sky Economic Development offices as well as at vendor and agency offices and other meeting or project sites.

### **Physical Demands**

This job requires the ability to work on a computer for prolonged periods of time, perform data entry, speak (with clarity), and hear, and be able to move up to twenty-five (25) pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

### **Working Environment**

Work is in a normal office environment with noise levels that are usually moderate. Working conditions frequently require high diligence and attention to strong deadlines.

*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). Duties, responsibilities, and activities may change at any time with or without notice.*

*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

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

\_\_\_\_\_  
Date