



GAVIN NEWSOM
GOVERNOR

STATE OF CALIFORNIA
GOVERNOR'S OFFICE OF BUSINESS AND ECONOMIC DEVELOPMENT (GO-BIZ)

POSITION DUTY STATEMENT

Classification Title Staff Services Manager I (Specialist)	Unit California Office of Small Business Advocate	Name	
Working Title Program Manager		Position Number 373-100-4800-015	Effective Date

GENERAL STATEMENT:

The Staff Services Manager I (SSM I) Specialist will support the mission of CalOSBA to foster economic growth and innovation in California by working to ensure that all of its small businesses and entrepreneurs have the resources they need to launch, connect to capital, connect to markets, and manage and grow their businesses.

The SSM 1 (Spec) will manage key programs and initiatives as assigned and directed by the Director and the Deputy Director of the California Office of Small Business Advocate (CalOSBA). The SSM I (Spec) will carry out complex and sensitive duties that help support, promote, coordinate, represent and administer the initiatives of the CalOSBA and the Innovation and Entrepreneurship Unit as a project leader. These initiatives include, but are not limited to, the following:

- The Technical Assistance Expansion Program (TAEP), Capital Infusion Program (CIP), and the Technical Assistance Program (TAP), partnership with local federal technical assistance providers
- The Innovation Hub (iHub) program, a regional innovation-based economic development program
- CA Made, a labeling and promotion program for California manufacturers and producer
- Disaster preparedness, response and recovery program

These programs and initiatives will hereafter be referred to as "Programs."

This position may require approximately 15% travel maximum.

ESSENTIAL FUNCTIONS:

35%	Develop, implement and continuously update complex and sensitive documents related to Programs:
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	<ul style="list-style-type: none"> • Support the Director, the Deputy Director and key CalOSBA and Innovations staff in the development of required reports associated with Programs, including TAEP annual report, TAP annual report, CIP annual report, iHub annual report, and other reports as deemed necessary • Develop or formulate policies related to Programs • Develop RFPs, reporting guidelines, compliance protocols for grant programs: TAEP, TAP, CIP • Develop operating processes, and marketing and communications plans for Programs • Create tracking and analysis reporting systems for SB-TAEP / CIP / TAP metrics, and metrics for other programs, efforts and initiatives administered by the office • Develop Program platforms and other technology solutions • Prepare other writing and research tasks as required
35%	<p>Develop and coordinate complex and technical projects associated with Programs:</p> <ul style="list-style-type: none"> • Develop project plans and schedules to support Program initiatives • Implement TAEP, TAP and CIP's grant process including RFP solicitation and review, grant awards, quarterly to semi-annual reporting, compliance and oversight • Build complex tracking documents and spreadsheets using Excel for tracking grantees, their services and performance • Build complex grantee reporting online portal for Programs for tracking grantee performance against spenddown and metric goals • Schedule and coordinate events associated with Programs, including training and outreach on TAEP, TAP and CIP programs, iHub events and others as identified by leadership • Organize and conduct meetings, webinars, and conference calls to raise awareness of programs and identify collaborative opportunities
15%	<p>Communicate and support outreach for relevant Programs with key stakeholders</p> <ul style="list-style-type: none"> • Communicate Program updates to GO-Biz executive and program staff, state agency partners, and external stakeholders • Organize and convene or participate in recurring stakeholder meetings, monthly iHub calls, and other meetings as required • Draft press releases and other announcements related to Programs • Provide communications content for website and social media platforms • Conduct public presentations as required • Provide consultation to leadership on sensitive Program issues
10%	<p>Analyze public policy initiatives that will affect small businesses and CalOSBA Programs</p> <ul style="list-style-type: none"> • Develop bill analyses for pending legislation that may affect Programs • Monitor and prepare applications for federal grant opportunities associated with Programs • Assist with developing legislative proposals to create new or enhance existing Programs
5%	Other related duties as assigned.

SUPERVISION EXERCISED

None, however, there may be instances that require the Small Business Regional Advisor to exercise general administrative and technical supervision over other CalOSBA and Innovation staff.

SUPERVISION RECEIVED

The SSM I (Spec) serves under the direction of the Director, OSBA and under the direct supervision of the Deputy Director, OSBA.

PUBLIC AND INTERNAL CONTACTS

During the course of work, the incumbent has regular and frequent contact with governmental agencies, high-level members of business and economic development communities, private citizens and appointed and elected officials. These contacts command a high degree of sensitivity and awareness of the functions and interrelations of various government and private organizations.

INITIATIVE AND INDEPENDENCE OF ACTION

This position requires a high degree of administrative, technical and management capability over extremely sensitive economic development projects. The incumbent is relied upon to develop and ensure the completion of assignments, and delegate work in complex situations without direct supervision. The ability to set and manage priorities, develop policy for all programs and ensure completion of work is required. This position also requires a high level of problem-solving, technical skills, perceptive judgment, independent action, and accurate assessment of intricate situations.

CONSEQUENCE OF ERROR

This is a high-profile position for GO-Biz. High error or poor judgments and lack of professionalism could result in the loss of significant economic development and job creation in California, therefore resulting in the termination of the appointment.

CERTIFICATION

This duty statement fairly represents actual responsibilities, duties performed and reporting relationship of the position. If any aspect of this statement is substantially changed, a new statement will be prepared and submitted to the Personnel Office.

I have read and understand the duties listed above and can perform them either with or without reasonable accommodation. Reasonable accommodation needs should be discussed with your hiring supervisor. If you are unsure whether you require reasonable accommodation, please inform your supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.

Employee Signature:

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Staff Services Manager I (Spec)	Date

Employee's Printed Name:

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Supervisor's Signature:

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Director, Office of Small Business Advocate	Date

Supervisor's Printed Name:

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DESIRED KNOWLEDGE AND ABILITIES:

Knowledge of:

- Principles and practices of program management
- Principles and practices of grant management including financial oversight and compliance
- Statewide economic development issues
- Economic development opportunities related to innovation, entrepreneurship, and small business support
- Techniques used in researching and analyzing business development opportunities
- Federal, state and local government programs and grants
- Principles of consensus building
- Statewide innovation networks and entrepreneurial ecosystems
- Principles of business processes and practices related to supply chain management and marketing

Ability to:

- Manage multiple complex, time-sensitive assignments concurrently
- Plan and conduct meetings, conferences and seminars, and make presentations at public events
- Develop and implement marketing campaigns for specific programs
- Develop project management schedules and effectively communicate these schedules to stakeholders
- Develop grant management procedures and best practices
- Answer sensitive and/or complicated business inquiries from domestic and international businesses by providing an exceptional level of customer service
- Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems
- Write reports, proposals, and analyses
- Work cooperatively with other staff, government agencies, and local organizations
- Analyze data and present complex ideas and information effectively both orally and in writing