

Business and Industry Solutions Director

Job Announcement

Northshore Technical Community College is accepting applications for the following full-time, unclassified Grant Funded position to be domiciled at the Small Business Development Center/SELU/CTS/Lacombe Campus:

Business and Industry Solutions Director

Applications will be accepted until position is filled, with preference being given to those received on or before April 15, 2019.

Please submit: (1) a letter of application, (2) a resume and (3) official transcript to:

Attention: Hiring Manager

Northshore Technical Community College

65556 Centerpoint Boulevard

Lacombe, LA 70445

Telephone number: 985-545-1262

Email: veronicaflynn@NorthshoreCollege.edu or hr@NorthshoreCollege.edu

JOB SUMMARY:

This position is responsible for the management and implementation of the Louisiana Incumbent Worker Training Program (IWTP) as well as the college's Continuing Education and Noncredit Programs. Develops procedures and processes reinforcing a strong and profitable IWTP. Develops an efficient noncredit model by establishing procedures and processes to build strong and profitable programs for the college, community and business and industry (B&I). Cultivates a network of B&I to recruit and grow new business. Responsible for other projects as assigned.

RESPONSIBILITIES:

1. Professionally represent NTCC by recruiting B&I prospects for future IWTP grants to increase profit and sustainability
2. Work with both internal NTCC (including Leadership, Finance, HR, etc.) and external customers (Vendors) to insure a successful grant execution
3. Approve payments to vendors in a timely manner
4. Insure Quarterly Reports, Customer Satisfaction Reports & other related IWTP paperwork are error free and turned in on time
5. Update your supervisor continually on the status of your projects and actions taken
6. Meet and assist B&I with their on-line IWTP applications
7. Enter IWTP employee data into Xenegrade to insure credit for noncredit training
8. Monitor vendor classes through visits to perform training evaluations
9. Collaborate with Small Business Development Center (SBDC) staff on projects as required
10. Work with and coordinate customized training courses with B&I
11. Work with both internal NTCC (Leadership, Finance, HR, etc.) and external B&I Partners to insure successful grant execution and success of industry partnership programs
12. Collect and provide all required reports and evaluation records for Ed2Go
13. Conduct orientations for new instructors and collaborate with them to insure program effectiveness
14. Monitor progress of classes, visit and perform end of training/semester evaluations
15. Work with campus deans to insure smooth logistical coordination of all industry training and resource availability for course
16. Perform other duties as assigned by Director.

QUALIFICATIONS:

Required: Bachelor's degree. Minimum of three years' experience in B&I. Excellent communication and computer skills. Excellent customer service and conflict resolution skills.

A high school diploma with 7 years of relevant experience can substitute for a Bachelor's degree.

Preferred: Bachelor's degree in a business related field. Minimum of five years' experience in B&I as a Program Manager. Experience coordinating an IWTP grant in Louisiana

1. **Skills/Abilities/Knowledge:** SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: analytical skills, applying assessment instruments, interpersonal skills, planning and managing projects, preparing and maintaining accurate records, quality customer service skills, using pertinent software applications, verbal and written communication skills, customer and student focus, supervisory and management skills, diplomacy skills, presentation skills, collaborative skills, and strong organizational and planning skills.

KNOWLEDGE is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: pertinent codes, policies, regulations and/or laws, working with diverse populations.

ABILITY is required to gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is limited to moderate. Specific abilities required to satisfactorily perform the function of the job include: adapting to changing work priorities, working and communicating with culturally diverse groups (service area, parental, governmental agencies) – both written and orally, establishing effective relationships, maintaining confidentiality, meeting deadlines and schedules, setting priorities, working as part of a team, and ability to travel.

Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work related information and materials. Must establish and maintain effective working relationships. Excellent customer service skills.

2. **Equipment Used:** Personal Computer and other equipment associated with a general office environment (copier, telephone, fax, etc.)

3. **Software Used:** A variety of word-processing, spreadsheet, database, e-mail, and presentation software. Employee must have basic to intermediate proficiency in the use of Microsoft Office Suite. Experience in Student information systems as well as is preferred.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

INTERPERSONAL SKILLS:

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

WORKING CONDITIONS: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.

Northshore Technical Community College is an Equal Opportunity Employer

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College assures equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.