



Job ID: 2023-1989
Job Title: Small Business Officer
Department: Small Business Services
Grade Level: H15
Open Date: 09/05/2023
Close Date: 10/15/2023
Salary Range: \$65,484 - \$81,855

Job Summary

Assists department efforts in the creation and processing of statewide program applications in an accurate, effective and productive manner. Assists with the development and implementation of proactive small women, minority, veteran, business enterprises (SWMVBE) inclusion initiatives. Promotes, creates, tracks, reports, and processes statewide small/micro business program applications (ie. grants and loan applications) focused on servicing NJ based small, women, minority, and veteran owned business enterprises (SWMVBE).

Essential Duties and Responsibilities

- Reviews and processes a high volume of grant and incentive applications in a timely and accurate manner with an attention to detail
- Ability to prioritize and manage multiple projects, responsibilities and pipeline of applications
- Assist management in the identification of funding gaps in the marketplace, providing feedback and making recommendations on how to close those gaps through the creation of new products or initiatives.
- Ability to learn and apply departmental procedures and practices to effectively administer products adding efficiency and enhancing production
- Demonstrates an ownership mindset within Small Business Services, including suggesting new ideas related to new products, programs and technical assistance,
- Collaborative and proactive team player that implements best practices to process a large volume of applications accurately
- Adapts to changes in the work environment and manages competing demands
- Supports on other strategic initiatives as necessary for statewide small business targeted efforts
- Performs duties to the highest standards of ethics and professionalism
- Perform reviews of applications prior to the Program Manager and/or Director's review to ensure checklist items are accounted for and files are complete
- Builds, maintains and strengthens relationships with various state and federal organizations focused on small, women, minority and veteran businesses and makes recommendations on ways to improve or expand these relationships to better serve NJ based small and micro business owners
- Acts as a representative of the State and EDA for public speaking events focused on targeted segments when needed to market and promote how to apply for Small Business Services specific products.
- Collaborates with external business segments and internal departments on projects or to provide information as needed
- Must be willing to go above and beyond to provide a superior customer service to all calls and customer interactions when needed.
- Inputs client inquiries, application and activities information into CRM and updates system on a

continual basis when needed.

- Promotes teamwork and communication to encourage an interactive, cooperative, collaborative and customer focused work environment among division, EDA staff and external customers.
- Assist small business owners pursuing EDA products specific to the Small Business Services department by providing technical assistance through the application process to ensure the applicants are qualified for the appropriate program.
- Must complete annual and semiannual self-assessment as required.
- Performs other duties and special projects, as assigned.

Skills and Abilities

- Must be a self-starter and have the ability to take initiative with minimal supervision
- Must be a detail-oriented person
- Knowledge of state small business resources
- Knowledge of state business registration process
- Customer service oriented
- Strong analytical skills
- Demonstrated learning agility and adaptation to change
- Experience with working with small business owners
- Ability to work with groups and individually with all levels within the organization
- Ability to communicate effectively both verbally and in writing; proficient in grammar, spelling and editing; and foster communications with business professionals and EDA staff
- Ability to work across different functions and build relationships with stakeholders on local city levels and state level
- Ability to prioritize workload, must be highly organized, detail-oriented, handle various tasks simultaneously and work independently within limited time constraints with little or no supervision
- Must be able to maintain confidentiality and deal effectively and diplomatically with business professionals and EDA staff
- Demonstrates respectful behavior and promotes teamwork and communication to encourage an interactive, cooperative, collaborative and customer focused work environment among division, EDA staff and external customers.
- NJEDA utilizes Microsoft as the core application platform and proficiency in the Microsoft Office Suite is preferred.
- Demonstrated ability to self-motivate and self-lead own work planning and execution with a strong results orientation
- Exceptional history of strong performance and consistent high-quality delivery on commitments
- Ability to adapt to changes in work environment and manage competing demands
- Demonstrated proficiency in creative and analytical problem solving, including structuring issues, framing solutions, and executing complex analyses with limited errors and oversight
- Ability to synthesize findings and propose actionable solutions
- Strong written (presentation, memos, and emails) and oral presentation skills
- Ability to work on small project teams tackling complex and challenging work
- Ability to communicate effectively both verbally and in writing; proficient in grammar, spelling and editing; and foster communications with business professionals and EDA staff

Qualifications

Education and Experience Requirements

- Bachelor's Degree in Finance or Business Administration, Accounting and/or equivalent professional experience
- Minimum 5 years job related experience
- Experience working with small businesses, especially women, minority or veteran owned businesses, preferred

Advanced degree or industry specific certification may be substituted for 1 year of experience

Physical Demands

- Minimal: Includes standing, carrying materials and hand-puts, and other audio-visual equipment.
- Ability to work outside normal business hours, as needed

Travel

- As necessary to statewide events, meetings, businesses, etc.

Certificates and Licenses Required

- **License:** Staff are required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essentials duties of the position.

Note

The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job description. Conversely, all duties performed on the job may not be listed. This job description is intended to convey information essential to understanding the scope, general nature and level of work performed by job holders within this job. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Your employment at NJEDA is voluntary and subject to termination by you or NJEDA at will, with or without cause, or with or without notice, at any time. Nothing in this job description shall be interpreted to conflict, eliminate or modify the employment-at-will status of NJEDA employees.

This position is considered exempt and is excluded from minimum wage, overtime regulations, and other rights and protections afforded nonexempt workers under the FLSA.

NJEDA reserves the right to amend/revise this job description as necessary to meet current and changing business needs.

Equal Opportunity Employer
NJ SAME Program

Position Requirements

- Foreign degrees/transcripts must be evaluated by a reputable evaluation service at your own expense and must be submitted prior to a start date. If this cannot be provided within 21 days of an offer the offer will be rescinded.
- Must comply with the "New Jersey First Act" which requires employees hired after September 1, 2011 to reside in New Jersey. Non-New Jersey resident employees must relocate to New Jersey within one year of their date of hire and provide proof of residency to Human Resources.
- Must complete an Outside Activity Questionnaire (disclosure of outside office or employment) on an annual basis.
- Must review the required NJEDA Ethics Guidelines.
 - Those guidelines to can be found here:
 - <https://www.nj.gov/ethics/docs/ethics/plainlanguage2021.pdf>
 - https://www.nj.gov/ethics/docs/ethics/2022_uniformcode_april.pdf

HOW TO APPLY:

All interested applicants must apply online at:

<https://careers-njeda.icims.com/jobs/1989/small-business-officer/job>

Any general inquiries please contact us at njsame@njeda.gov