

BUSINESS INCUBATOR MANAGER POSITION DESCRIPTION

SALARY AND BENEFITS

This is a full-time position with a starting salary of \$48,750 annually, plus annual benefits of:

- 80 hours vacation time
- 40 Hours sick time
- 10 Federal holidays observed
- Simple IRA retirement account with 3% matching contribution, up to \$3,000 per year
- Medical stipend \$450-\$1,200 per month

Paid twice per month.

Flexible/hybrid work schedule potentially available. To be determined based on business tenant needs.

SUPERVISION & FUNDING

The Director of the Southwestern Small Business Development Center (SBDC) provides operational oversight and supervision in collaboration with South Coast Development Council, Inc. (SCDC) as the position employer. Both entities will work in good faith to support this program and associated staff to ensure successful execution of this grant. *This is a grant funded position through October 31, 2025.*

GENERAL FUNCTION

The Business Incubator Manager is responsible for overseeing the day-to-day operations of the Business Incubator in the Newmark Center at Southwestern Oregon Community College (SWOCC). The Business Incubator is designed to support the development and growth of new and early-stage companies, as well as to support existing companies with their efforts to create new products and to optimize the production of existing products. The Business Incubator Manager promotes the Business Incubator to prospective participants in the facility, as well as manages client relationships with businesses that are calling the facility home professionally. The Incubator Manager will manage the incubator facility, guide incubator client startup business entities to support resources, assist client startup business entities with utilizing 3D printer prototyping equipment, manage the program's wrap-around support programming, manage entrepreneurship ecosystem-building events, and general grant management.

MINIMUM QUALIFICATIONS

Education: Secondary education in business, marketing and communication, design, engineering, entrepreneurship, small business management, or a related field preferred.

Experience: At least two years of experience owning or managing a business and / or in entrepreneurial and innovation development and / or support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist the Director of the SBDC in facilitating entrepreneurship and small business development in Coos, Curry, and western Douglas Counties along the South Coast of Oregon.

- Cultivating an innovation and entrepreneurial speaker series
- Organize and operate a quarterly entrepreneurial networking event
- Initiate activities for the CO-STARTERS Core program
- Organize and facilitate a weekly '1M Cups' series
- Facilitate the availability of an industrial 3D printer for tenant use
- Facilitate the availability of computers and software for tenant use

2. Manages the financial operations of the Business Incubator including acquisition of equipment and purchase transactions and support grant reporting efforts through regular metric collection and tracking.

3. Manage Business Incubator relationships with clients who have located their businesses in the facility. Tasks can include, but are not limited to:

- Making sure clients are adhering to all rules of operating their businesses in the building
- Making sure clients are paying their monthly rent in a timely manner
- Working with clients to resolve any disputes or other problems that might arise
- Periodically meeting with each client who has located their business in the Business Incubator, ensuring a high level of customer satisfaction while brainstorming opportunities to make their experience better

4. Schedule, manage and maintain equipment in the lab/workspace in the Newmark Center (rooms 204, 205 and 206) that are a part of the Business Incubator space. The Business Incubator Manager is not expected to personally maintain the equipment in the space. But they will be responsible to maintain relationships with either on-campus resources or off-campus vendors who can perform the tasks while adhering to a budget.

5. To drive a growing stream of income generation to contribute to operational costs of the Business Incubator via:

- Identifying and recruiting new entrepreneurs and existing companies to participate in various startup and incubator programs
- Identifying opportunities to deliver paid events, training, or development programs

6. Advance the operations of the Business Incubator by developing and maintaining effective marketing communications, with a special emphasis on digital marketing.

7. Assist in developing and maintaining strong customer service relationships with new and existing clients, community, and stakeholder groups, those inquiring about services, and partner organizations.

8. Informing small business owners, managers, and partner referral sources about educational resources and engagement opportunities available to them by marketing seminars, courses, and events.

9. Make presentations to the community about the services and entrepreneur programs developed by the Small Business Development Center or others.

10. Establishes and maintains relationships with key stakeholders and partners of the program.

11. Measures and reports key indicators regarding the performance and impact of the incubator program.

12. Promoting a positive image of the SCDC, SWOCC, the Southwestern SBDC, and the Oregon Small Business Development Center Network through participation in community and professional organizations, representing those organizations at professional meetings and on community committees, and establishing and maintaining credible relations with the campus and local communities, as well as professional organizations.

13. Assist in coordinating facility operations with SWOCC maintenance, custodial, and public safety staff.

14. Contribute to a work environment that encourages knowledge of, respect for, and the development of skills to engage with those of other cultures or backgrounds.

15. Remain competent and current through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and/or courses as directed.

16. Contribute to the overall success of the SCDC and the Southwestern Oregon SBDC by performing all other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of regulatory compliance principles and practices
- Knowledge of business management and fiscal practices
- Knowledge of accounting, budget, and fiscal practices
- Knowledge of principles and methods for promoting programs and services
- Skill in budget/resource management
- Skill in effective communication (both written and oral)
- Skill in independent decision making
- Skill in problem solving
- Skill in organization, coordination, and management
- Skill in program development and process improvement
- Ability to develop and maintain effective and positive working relationships
- Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results

PHYSICAL DEMANDS

Environment: Work is performed primarily in a standard office environment with staff contact and frequent interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: Ability to see in the normal visual range with or without correction.

Hearing: Ability to hear in the normal audio range with or without correction.

SPECIAL CONDITIONS

This role will require occasional travel away from the work site to visit external partners, or funding bodies.

Some flexibility in working hours may be required from time to time to meet external deadlines.

Program staff:

- Have a responsibility to take reasonable care of themselves, others, and the environment and to prevent harm by their acts or omissions
- May be required to adhere to the College's Health, Safety and Environmental Policy & Procedures due to work site location
- May hold a duty and commitment to observing the College's Equality & Diversity policy and procedures

Successful completion of probation will be dependent on attendance at the College's and Oregon SBDC Network's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.