



JOB DESCRIPTION

Entrepreneurial Program Support and Training Specialist

Department:	Entrepreneurial Program
Reports To:	Entrepreneurial Program Coordinator
FLSA Classification:	Non-exempt
Work Location :	On Site
Wage Range:	7/8 \$27.51- \$30.24 per hour DOQ

Position Summary

The Entrepreneurial Program Support and Training Specialist provides high-level administrative and programmatic support to the Entrepreneurial Program, handling a wide variety of assignments to assist program staff in delivering positive, customer- and client-centric services and outcomes. Additionally, the Program Support and Training Specialist helps teach classes and workshops on essential skills needed to start and manage a small Native-owned business, including business plan development, operations, marketing, basic accounting, financial management, inventory control, production control, negotiation, loan/funding acquisition and management, workforce development, human resources management, and legal compliance. The position is located at SPIPA's Native Entrepreneurial Professional Center in Olympia, WA.

This role requires multitasking and the timely completion of tasks in coordination and collaboration with clients, Entrepreneurial Program staff, SPIPA staff, Tribal staff, Agency/Program partners, and vendors. Therefore, it requires an energetic and customer service-oriented individual dedicated to providing the best service when working with people at all levels. The ideal candidate is an experienced entrepreneur with a background in adult education, possessing a strong understanding of adult learning theory, and adept at using technology and software tools within the Program. The position also requires working evenings, weekends, and holidays as needed. In this role, you can expect challenging and varied work every day, ensuring you'll never run out of tasks to complete.

Essential Duties and Responsibilities

Administrative and Logistic Support:

- Provide comprehensive administrative, operational, and logistic support for the Entrepreneurial Program.
- Prepare, process, monitor, and track documents such as purchase requisitions, purchase orders, vouchers, and reports, ensuring compliance with established policies and procedures.
- Assist with programmatic activities, including outreach and reporting.
- Draft and edit documents, forms, and outreach materials; update databases and client files.

- Coordinate logistics for internal and off-site meetings, trainings, and outreach events, as directed by the Entrepreneurial Program Coordinator.

Teamwork and Collaboration:

- Demonstrate a commitment to teamwork through relationship building and collaboration.
- Serve as a hub of information, supporting employees and clients.
- Identify and research problems or issues, expediting solutions to ensure smooth, continuous workflow.
- Assist with the collection, preparation, distribution, and publication of various data; attend meetings and prepare minutes when directed.
- Schedule meetings, gather appropriate amenities, arrange furniture, and prepare documents for various meetings and events at the Native Entrepreneurial Professional Center.

Productivity and Resource Management:

- Deliver productivity through the efficient use of time and resources, committing to strong results.
- Coordinate operation, maintenance, repair, replacement, and supplies for centralized office equipment.
- Develop and maintain an adequate inventory of office and hospitality supplies.

Client and Guest Interaction:

- Receive clients and guests politely, friendly, and helpfully, responding to inquiries regarding Entrepreneurial Program services.
- Answer telephones and route callers or messages responsively, timely, and accurately.
- Coordinate efficient internal and external mail and package distribution; maintain shipping/receiving records.
- Coordinate facilities and custodial services, acting as the primary contact for vendors and property management companies.
- Handle administrative details not requiring the immediate attention of the Entrepreneurial Program Coordinator.
- Assist with special projects and perform other duties as assigned.

Instructional Support and Training:

- Develop and deliver instructional content based on adult learning theory.
- Implement prescribed curriculum and integrate best practices and current educational research.
- Utilize technology and software tools effectively within the program.
- Assess learning styles and differentiate instruction to address diverse adult learning needs.

- Communicate effectively with clients and other stakeholders both orally and in writing.
- Plan and implement activities to maximize educational effectiveness.
- Provide instruction in a classroom setting and facilitate engaging learning experiences.
- Collaborate with peers, administrators, and other stakeholders to enhance the learning environment.

Work Schedule:

- The position requires working evenings, weekends, and holidays as needed.

The Entrepreneurial Program Support and Training Specialist, as an employee of SPIPA, is expected to collaborate, engage, and work closely with all departments to fully support the Vision, Mission, and Core Values in accordance with all Agency directives.

Required Knowledge, Skills, and Abilities

We are looking for an experienced professional who projects a positive attitude and encourages collaboration, always looking to meet and exceed expectations. The items listed below are representative of the skill set required to perform job duties.

Adult learning – We are seeking an experienced entrepreneur with adult education experience. The ideal candidate will have a strong understanding of adult learning theory, be knowledgeable about prescribed curriculum, best practices, and current educational research, and be skilled in utilizing technology and software utilized within the program. The role involves planning and implementing educational activities, differentiating instruction to meet diverse learning styles, and effectively communicating with clients and stakeholders.

Interpersonal relations – ability to deliver excellent customer service, have a positive attitude, and to work as a team player to accomplish objectives. Excellent people and conflict resolution skills. Ability to work effectively and cooperatively with others in a culturally sensitive and professional manner.

Personal effectiveness and time management – well developed time management and organizational skills to meet priorities, timelines, and details under pressure. Enthusiastic about being accurate, accountable, and having a high level of initiative and ownership.

Technical capability – strong proficiency in fundamental office and computer equipment as well as software programs such as Microsoft Office Suite. Ability to learn and understand Agency operations and workflow within six months. Strong verbal and written communication skills with a demonstrated ability to communicate effectively with all levels of staff, leadership, stakeholders, vendors, and most importantly with the Consortium Tribes that SPIPA serves.

Adaptability – ability to modify actions, direction, or approach to changing situations and expectations in a respectful and professional manner. Work history of innovation and problem solving in a collaborative setting.

Minimum Qualifications and Additional Job Requirements

- Bachelor's or Associate's degree in Business Management or related field; or equivalent combination of education and job-related experience.
- At least two years of experience providing high level administrative support to multiple staff members at a multi-departmental organization.
- Three years computer experience with Microsoft Office Suite, Teams, Adobe or similar, and desktop publishing programs.
- At least one year experience working in Native American communities preferred.
- Business ownership experience preferred.
- Possess a valid Washington State Driver's License and proof of auto insurance.
- Pass a background investigation including confirmation of work experience.

Physical Abilities: Bending at the waist; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; hearing and speaking to exchange information; seeing to read reports and data; lifting and moving medium to large objects weighing up to 25 pounds; occasional travel to other SPIPA or tribal locations.

Salary/Fringe Benefits: Compensation for this position has a starting range of \$27.51 - \$30.24 per hour depending on qualifications (based on a 37.5-hour week). Benefits include medical, dental, vision, life insurance, and Agency contribution to a retirement program.

Confidentiality:

This position will have knowledge of confidential personal information regarding others. The employee will be required to sign a Confidentiality Agreement and adhere to applicable standards.

Equal Opportunity: SPIPA is an equal opportunity employer. However, Native American preference applies in that we seek to hire qualified enrolled members of SPIPA consortium Tribes, federally recognized Tribes, or Alaska Natives. Minimum qualifications must be fully met for all applicants to be considered for employment.

Drug-free Workplace:

SPIPA is committed to providing a drug-free workplace for its employees, volunteers, and the communities it serves. This position requires successful completion of a pre-employment drug test.

To Apply:

Complete and submit a SPIPA employment application (<http://www.spipa.org>), a cover letter describing how your qualifications align with this position, and a resume including three work related references to:

Archie Smith, Human Resources Manager

South Puget Intertribal Planning Agency

3104 SE Old Olympic Hwy

Shelton, WA 98584

archiesmith@spipa.org

**SPIPA Employment application is available online at <http://www.spipa.org>
under JOBS or by calling 360.426.3990**

Application screening will begin July 10th, 2024. Open until filled.