

JOB DESCRIPTION

Date: January 2017

POSITION TITLE: PTAC Counselor

DIVISION: Business Services

SUPERVISOR: Program Manager – PTAC

POSITION SUMMARY:

1. **The PTAC Counselor** supports a Procurement Technical Assistance Center (PTAC) sub-center office. Specific responsibilities include, but are not limited to outreach, client counseling, workshop planning and implementation, database management, reporting and training. While experience in the government contracting marketplace is preferred, we welcome candidates who lack experience but possess a strong interest and aptitude for learning government contracting regulations and procedures and then teaching them to small businesses. This position is based in Southern Maine.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

1. Conduct outreach to businesses about government contracting opportunities with federal, state and local governments as well as prime contractors.
2. Guide businesses through the process of finding, bidding, and performing on government contracts and subcontracts and assessing their capacity/suitability for government contracting
3. Assist business with government registrations (i.e. www.sam.gov) and certifications (SBA's HubZone, 8a, etc.) related to selling to the government, finding opportunities, marketing to government buyers, bidding, getting paid, proposal development, interpretation of regulations, and more. Assistance is provided primarily through workshops and one on one counseling with the business by utilizing conferencing technology, by email or in person.
4. Coordinate workshops and events that increase knowledge of government contracting
5. Attend outreach events to ensure awareness of PTAC services
6. Enroll businesses in the PTAC's electronic bid match service
7. Develop and maintain relationships with federal, state and local government agencies and prime contractors
8. Develop and maintain relationships with other business resource providers throughout the region
9. Meet or exceed program goals for number of counseling sessions, events, etc. Document client interactions in management relationship database on a daily base.
10. Collaborate with other PTAC counselors throughout the state to share best practices
11. Complete training courses that are relevant to the needs of clients and attend Association of PTAC training events as budgets allows.
12. Other duties as assigned

JOB REQUIREMENTS:

2. Demonstrated leadership and organizational skills.
3. Excellent communications skills, both verbal and written.
4. Proficient with web browser, e-mail, client, word processing, spread sheet and database applications used by Maine PTAC, experience with NeoSerra is preferred
5. Has or will gain thorough understanding of Maine PTAC standard operating procedures and complies with procedures in conduct of day-to-day activities.
6. Ability to work well with customers, co-workers, and supervisor.
7. Job entails at least 60% travel on a weekly basis, reliable transportation is required. Most travel will occur throughout Southern Maine, however some statewide travel will be required as well.
8. Ability to meet aggressive timeframes in fast-paced office environment.

Criteria for Evaluation:

Core Competencies:

Computer skills – Skilled in the use of computers, adapts to new technology, learns new programs quickly, uses computers to improve productivity.

Customer service - Handles customer questions and complaints, communicates with customers, handles service problems politely and efficiently, always available for customers, follows procedure to solve customer problems, understands company products and services, maintains pleasant and professional image.

Dependability – Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, meets attendance/punctuality requirements.

Integrity/Ethics – Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, conveys good news and bad.

Teamwork – Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Position Competencies

Communication – Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills.

Customer Focus- Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.

Decision Making/Judgment - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, communicates decisions to others.

Job Knowledge - Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.

Planning – Develops realistic plans, sets goals, aligns plans with company goals, plans for and manages resources, creates contingency plans, coordinates/cooperates with others.

Education/Experience: Three years or more of federal government contracting or program management experience, either within government, private industry or a PTAC.

Working Conditions: Normal business office conditions, 60% of time will be spent traveling to other offices, government entities, networking events, etc...

Disclaimer: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Employee Signature

Date

Supervisor

Date