

## **Title: Maine PTAC Counselor**

### **Position Summary**

The Procurement Counselor is a staff member of EMDC's Maine Procurement Technical Assistance Center (PTAC), helping businesses to grow and creating a positive and measurable impact to the Maine economy. This position will provide counseling, training and technical assistance to clients, advising them how to identify potential contracting opportunities and obtain contracts with the Department of Defense, other federal agencies, state and/or local governments and prime government contractors.

Specific responsibilities include one-on-one counseling and training with business clients. This position requires strong client counseling skills and the ability to build professional relationships with government agencies and prime contractors. While experience in the government contracting marketplace is preferred, we welcome candidates with experience as a business counselor who possess a strong interest and aptitude for learning government contracting regulations and procedures and then teaching them to business clients. You must genuinely enjoy talking with and helping people to be successful in this role. This position is based in York and Cumberland Counties in Maine.

### **Job Requirements**

This person must demonstrate professionalism, have high energy, be enthusiastic, be highly motivated, value teamwork, have the ability to self-manage, and have problem-solving skills.

### **Core Competencies**

- **Computer skills:** Skilled in the use of computers and online communications, adapts to new technology, learns new programs quickly, uses computers to improve productivity.
- **Customer service:** Handles customer/client questions and complaints, communicates with customers/clients, handles service problems politely and efficiently, always available for customers/clients, follows procedure to solve customer/client 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, and 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**

Bachelor's degree (any discipline) and two years or more of business counseling experience. One year experience as a PTAC Counselor may be substituted for the general business counseling experience. Preferred experience: Three years or more of Federal government contracting or program management experience, either within government, private industry or a PTAC.

## **Working Conditions**

General business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday, though exempt positions will typically require work to be performed outside general business hours. Work is generally performed in an indoor, professional office environment.

While performing the duties of this job, the employee is regularly required to sit and talk or listen, and regularly required to use a keyboard for typing. The employee is often required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The employee must travel to different locations and must be able to provide own transportation.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Essential Functions

- Build relationships with businesses and guide them through the process of finding, bidding, and performing on government contracts and subcontracts and assessing their capacity/suitability for government contracting, through individualized counseling and ongoing communication
- Assist business with: government registrations and certifications related to selling to the government; interpretation of regulations; finding opportunities; marketing to government buyers; proposal development; post-award activities and more
- Develop and deliver workshops on specific topics of interest in government procurement
- Develop and maintain relationships with federal, state and local government agencies and prime contractors, as well as with other business resource providers throughout the region
- Research and keep up to date on relevant contracting opportunities, process or regulatory changes, procurement systems, and multiple award schedules as required
- Keep detailed and accurate records of counseling activities and client progress
- Conduct professional activities in accordance with the highest standards of ethics and integrity and avoid any real or perceived conflicts of interest
- Other duties as assigned