

HUMBOLDT STATE UNIVERSITY SPONSORED PROGRAMS FOUNDATION  
Vacancy Announcement for the HSU Office for Economic & Community Development

## Competitive Intelligence (C.I.) Research Specialist

**The Position:** The purpose of this new Competitive Intelligence program is to provide information needed by this rural region's small, growing companies to help their business planning and decision-making and to improve their ability to compete in a rapidly changing and global marketplace. It is essential that the C.I. Research Specialist has a customer service orientation to her/his work. Reporting to the Director of the Humboldt State University Office for Economic & Community Development (OECD), the C.I. Research Specialist will conduct economic research in response to requests from local businesses and economic/business development organizations. The C. I. Specialist will work directly with business owners and business counselors to determine their information needs and will develop the necessary resources for securing the business data requested. The C.I. specialist will establish a reputation for rapid respond with helpful summary reports, concise recommendations, and other media showing various economic analyses pertinent to the business client. It is hoped that in this start-up period, the C.I. Specialist will help to grow the program, by presenting information to high-growth local businesses, lenders and business consultants about the value of this research to their competitiveness.

**Compensation:** \$2,894 to \$3,583 per month, depending on education and experience. (Appointments are generally made at Step I of the salary range.) This is a 75%-time, grant-funded research position with benefits. Anticipated starting date is May 2008 and continues for one year. This is not a State position. This position is funded by grants and contracts through the HSU Sponsored Programs Foundation. Continued appointment for subsequent years is contingent upon performance, building the program, and continued funding.

**The Place:** Humboldt State University, located in the rural redwood forest region of the California coast range, is the northernmost of the twenty-three campuses of the California State University. The Redwood Coast is world-famous as a "paradise with an ocean view." The college town of Arcata, 90 miles south of the Oregon border, is acclaimed by Outside Magazine as one of the top 15 towns in the U.S. in which to study, work, play and live. Find endless opportunities to enjoy the outdoors among our beaches, numerous state parks and rivers, scenic mountain ranges, accessible wilderness, abundant campgrounds and the high country wildlife and wildflowers. HSU's faculty of over 400 provides instruction for approximately 7,500 students. Additional information about the university can be found at [www.humboldt.edu](http://www.humboldt.edu).

### Essential Duties & Responsibilities:

- Performs specialized on-line, CD-ROM, Internet information searches and proactive searches to conduct primary research, collect data and prepare information and reports in support of the

OECD's activities to assist businesses and economic development. Performs complex market research and develops competitive intelligence and industry trend scans. Produces reports analyzing and summarizing pertinent information and forwards to businesses as necessary and/or appropriate;

- Provides information and assistance to the public; meets one-on-one with business people and makes public presentations, as assigned;
- Represents the HSU Office for Economic & Community Development's mission, programs, and services to the business community, through face-to-face, telephone, and online communications; and through public presentations and the publication and distribution of printed material. Customers include, but are not limited to business and property owners; developers; members of the business community and chambers of commerce; consultants; other city staff members; employees and officers of other government agencies and private companies; media representatives; and members of other community groups or organizations;
- Works closely with OECD staff and HSU faculty in relevant disciplines to gather, organize and analyze data; deliver complex information on a timely basis; prepare reports and work on special projects, as assigned;
- Serves as a representative of HSU OECD, as assigned; attends and participates in meetings and seminars with HSU faculty and staff, members of the business community and others involved with OECD;
- Prepares written and printed communications; proofreads and reviews written materials for accuracy;
- Answers telephone calls and initiates and responds to written, e-mail and Internet communications. Through questioning, determines customer needs and provides the information or assistance to satisfy the customer needs; responds to inquiries and complaints from customers;
- Plans and arranges the 3/4-time work schedule and establishes priorities to complete assigned work within the period and parameters assigned by the OECD director. The 3/4-time work schedule will generally average 30 hours per week, with flexibility allowed to deliver the work products and services requested by business clients.

**Minimum Qualifications:** Education & Experience:

- Requires a Master's of Library Science or a related field , with an ability to perform complex market research, competitive intelligence and industry trends scans; and
- Requires completion of a minimum of two years experience as a Special Librarian or reference librarian with experience in searching on-line databases, CD-ROMs, the Internet, local computer databases and hard copy sources; or
- Requires a combination of education, formal training, and related work experience, which produces the knowledge, skills, and abilities required to perform the essential duties and responsibilities of the position.

**Knowledge & Abilities:**

- Must have knowledge of principles and practices of business advising;
- Must have expert investigative skills and abilities to identify reliable information resources;
- Requires expert knowledge of the principles, practices, and techniques of on-line, CD-ROM, Internet, and other professional information primary and secondary search capabilities; general and specific knowledge of reference tools, both print and media; and the skill and ability to apply that knowledge to perform the essential duties and responsibilities of the position;
- Requires solid knowledge and understanding of the principles, practices and techniques of private sector business and industry marketing; economics; economic development; entrepreneurship;

applicable state and federal laws; relevant local government codes; relevant areas of municipal civil liability; and the ability to apply that knowledge to perform essential job functions;

- Requires the skill and ability to effectively use business research tools, technologies, methodologies and commercial databases;
- Requires strong, positive interpersonal, oral, public speaking and written communication skills; solid public relations skills; the ability to work effectively as a team member; the ability to work effectively with occasional tight deadlines and produce quality work with short notice;
- Must have the ability to effectively communicate and interact with individuals or groups of individuals of varying social, cultural, economic, professional and educational backgrounds, including the ability to effectively deal with individuals who may be skeptical, argumentative or disagreeable; the ability to act with tact, good judgment and discretion; and maintain the confidentiality of matters, as appropriate;
- Requires the following mental abilities to perform essential job functions: alertness, precision, ingenuity, problem-solving, analytic ability, spatial perception, persuasiveness, curiosity, auditory discrimination, tactile discrimination, speaking ability, memory, creativity, concentration, judgment, aesthetic sense, writing ability, reasoning, imagination, initiative, patience and visual discrimination. Ability to use mathematical reasoning.

#### **Preferred Qualifications:**

- Demonstrated history of commitment and dedication in investigating information and working with large databases and information tools to serve businesses;
- Professional experience in rapid response to business information requests—meeting report deadlines;
- Demonstrated ability to successfully guide the work of others is desirable to be able to successfully involve student assistants in research assignments.

**Application Procedure:** Submit a letter of application, resume or vita and the names and phone numbers of three professional references to:

Search Committee  
OECD Competitive Intelligence Specialist  
206A Siemens Hall  
Humboldt State University  
Arcata, CA 95521-8299

**Application Deadline:** Open until filled. Application review will begin April 5, 2008.

*HSU Sponsored Programs Foundation is an Equal Opportunity/Title IX employer. Applications from and nominations of qualified women, members of minority groups, veterans with covered veterans status, and persons with disabilities are particularly encouraged. HSU Sponsored Programs Foundation hires only individuals authorized to work in the United States.*