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## Regional Office Coordinator

**Reports To: Regional Project Director**

**FLSA: Non-Exempt**

The Regional Office Coordinator is responsible for office administrative, and entrepreneurial training support and serves as the first point of contact to WWBIC in the regional office.

### **ESSENTIAL JOB FUNCTIONS:**

#### **ADMINISTRATIVE**

- Staff the front desk of the regional office
- Provide exceptional customer service at all times; in-person, phone and virtual.
- Manage incoming client and guest inquiries via phone, walk-in, email etc.
- Collect, route, and process mail daily.
- Collect all WWBIC information forms at onset of services and enter into CRM, when needed.
- Computer proficiency: data entry in client CRM, counseling hours, office reports, etc.
- Oversee operation and maintenance of all office equipment: lab laptops, back-up computer system, telephones, copier, printer, mail meter, etc.
- Assess inventory and order needed supplies.
- Work with building maintenance and cleaning crew to maintain all physical areas of the office space. Ensure clean, professional, organized environment, collateral materials stocked and properly displayed, up to date signage, clean surfaces, etc.
- Communicate and collaborate positively with regional team and state wide peers to demonstrate and emulate the WWBIC Mission.
- Represent WWBIC in the community with professionalism. Attend local community networking events as requested by the Regional Project Director.
- Miscellaneous duties, as assigned.

#### **ENTREPRENEURIAL TRAINING SUPPORT**

- Coordinate assigned trainings from preparation through post. Secure instructors, speakers, set up physical space and/or create virtual link, prepare materials, slides, send recording to participants, etc.
- Attend assigned regional trainings to assure instructor, participants, and equipment are aligned.
- Oversee community distribution of bi-annual training catalog to include: droplit mailing, partner matrix email/mail, in-person deliveries, email of hyperlink, media release, etc.



- Collaborate and communicate monthly with state-wide marketing team to help promote regional newsletter, client stories, etc.
- Miscellaneous duties, as assigned.

**OTHER DUTIES AND RESPONSIBILITIES:**

- Recruit volunteer speakers as needed.
- Front desk reception area work on special projects.

**QUALIFICATIONS:**

- High School Diploma / GED required
- Associates Degree preferred
- At least 3 years of experience in an administrative position
- Must have excellent verbal and communication skills
- The ability to communicate effectively with diverse audiences is necessary
- Must present a positive professional appearance at all time
- Valid driver license & proof of insurance is required
- Proficient in Microsoft Office, familiarity with Zoom or other webinar/meeting technology, experience with social media
- Excellent relationship building, flexibility, and organization skills
- Must be able to work occasional evenings and weekend hours

**WORKING CONDITIONS/PHYSICAL DEMANDS:**

- Work is generally more sedentary in nature with movement required.
- Work is primarily performed within an office environment with standard office equipment although some travel is required.
- Must be able to read, write, and communicate fluently in English.
- Must have clarity of vision.

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