

Wisconsin Women's Business Initiative Corporation
Regional Office Coordinator

Reports To: Regional Director

FLSA: Non-Exempt

Rate of Pay \$20-22/hour

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

ESSENTIAL JOB FUNCTIONS: *

Administrative:

- Staff the front desk of the regional office.
- Promote awareness of WWBIC's services and resources, referrals, and usage of WWBIC's training and lending products and services throughout a specified market.
- Coordinate and deliver outreach efforts to develop awareness of WWBIC resources, connect with new and existing clients, and build new partnerships.
- Coordinate and implement specific outreach efforts to assist with overall business development and loan opportunities.
- Successfully complete the intake/onboarding process by collecting all WWBIC paperwork, providing an Intro to WWBIC for new clients or a review of WWBIC programs for existing clients. Effectively communicate and connect the client with WWBIC team members to develop a set action plan for the client.
- Always provide exceptional customer service; in-person, phone and virtual.
- Manage incoming clients and guest inquiries via phone, walk-in, email etc.
- Collect, route, and process mail daily.
- Collect all WWBIC information forms at the onset of services and enter into client 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 statewide 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 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 links, 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 the state-wide marketing team to help promote the 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
- Associate's 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.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties requirements.

**External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis. EOE April 2026*