



The Independence Business Alliance (IBA) is seeking a full-time **Operations Coordinator** to support the IBA's Executive Director and the work of the volunteer Board of Directors in moving the IBA's mission forward.

The Independence Business Alliance is the Lesbian, Gay, Bisexual, and Transgender Chamber of Commerce for the Greater Philadelphia Region. The IBA serves the LGBT and business communities of Philadelphia, Bucks, Chester, Delaware and Montgomery counties in Pennsylvania; Mercer, Burlington, Camden, Gloucester and Salem counties in New Jersey; and New Castle county in Delaware.

The IBA is a membership-based business advocacy organization dedicated to making the Philadelphia region an influential and diverse LGBT business community with an impact on economic development, equal rights and policy issues. The IBA is an official affiliate of the National LGBT Chamber of Commerce (NGLCC).

**Description: Full-Time Operations Coordinator for the IBA**

Reports to: Executive Director

The Independence Business Alliance is looking for a full-time **Operations Coordinator**. This position includes working with the IBA Executive Director in his work of supporting the mission of the IBA through the IBA Board President, Board of Directors, Members, and Corporate Partners. High-level contact and exposure to sensitive information will require considerable use of tact, diplomacy, discretion, and judgment. This **Operations Coordinator** position, under the direct supervision of the Executive Director, will perform a variety of duties independently. These duties require a professional approach, great accuracy, flexibility to work in many different work environments, and strong business communication and organizational skills. Attention to detail and the ability to multi-task are essential for this position. Experience working in the nonprofit field is preferred. Competitive salary and benefits.

**Full-Time Operations Coordinator Job Duties:**

**Membership Management**

- Maintain and update membership database and directory listings. Ensure accurate contact information is collected and displayed on website profiles. Process all new and renewed membership applications. Previous experience with CRMs preferred, particularly Member 365.
- Distribute monthly member renewal invoices as directed by the Executive Director.
- Prepare monthly membership report on all new members, renewed members, and lapsed members.
- Participate in membership development activities, where possible, including: events, phone calls and networking.
- Coordinate and follow up on all membership communications in a professional, friendly, and thorough manner.
- Learn and become familiar with all IBA Member Benefits so as to be able to field any inquiries about the IBA or questions regarding member benefits from Members or Member-prospects and forward to the Executive Director as needed.
- Assist the Executive Director in ensuring that all IBA members benefit information and IBA marketing collateral on the IBA website, social media pages and printed materials is current and accurate.



## Events

- Helping with all aspects of event planning and marketing.
- Collect and ensure accuracy of all event information.
- Help to secure and manage event sponsors. Execute all sponsor deliverables and benefits for major events.
- Attend, where possible, all IBA events to assist with set up, registration, nametags, photography, information collections, and other tasks.
- Post and promote the event/program and organizational information on IBA website, calendar of events, and social media pages – Facebook, LinkedIn, Twitter, etc.
- Receive and manage all RSVP's for events and programs through website, email and phone calls.
- Ensure that all admission costs have been paid for ticketed events. Conduct post event follow-up where needed.

## Program Management & Marketing

- Help to create relevant member programming by working directly with Members and Corporate Partners
- Assist with program evaluation, surveys, and metrics. Create reports and presentations for funders as needed.
- Manage volunteer committees to create, execute, market, and review all IBA programs and initiatives, including but not limited to:
  - Young Professionals
  - Women in Business
  - TransWork
  - Intersections
  - PNC LGBT Business Award
  - IBA/DVLF LGBT Business Scholarship
  - Corporate Partner & ERG Program
  - Educational Workshops
- Develop and execute social media schedule (Facebook, Twitter, Instagram.)
- Administer and maintain IBA website to keep it current and accurate, using WordPress.
- Prepare monthly newsletter (MailChimp.)
- Help creatively market organization and events with basic level of graphic design.
- Execute marketing-related member benefits like Member Directory, emails, branded events, etc.

## Administrative

- Maintain a professional and well-organized environment for the IBA Office.
- Populate, update, and maintain CRM system.
- Prepare weekly financial reports (including bookkeeping, data entry, for review with Executive Director.)
- Coordinate and schedule by planning and scheduling meetings, conferences, teleconferences, and travel for the Executive Director and/or the Board of Directors.
- Assist the Executive Director in preparing and distributing reports and documents for monthly Board and Executive Committee meetings.
- Assist with new projects and initiatives as developed by Executive Director and/or the Board of Directors.



- Maintain office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; verifying receipt of supplies.
- Contribute to the organization's efforts by accomplishing related tasks as needed.

**Skills/Qualifications:** Writing skills, Reporting skills, Supply Management, Scheduling, Microsoft Office skills, Organization, Time Management, Presentation skills, Travel Logistics, Verbal Communication, Working Knowledge of IT/Social Media Sites, Creative Thinking.

### **Experience Requirements**

- Excellent organizational skills and ability to meet deadlines.
- Excellent written, verbal, and interpersonal skills.
- Ability to prioritize and handle multiple projects simultaneously in a fast-paced environment.
- Must have knowledge of computer software applications in word processing, spreadsheets, databases, and presentation software (MSWord, Excel, Access, PowerPoint, QuickBooks, Google G Suite, Outlook.)
- Must have knowledge of or ability and willingness to learn social media platforms (Facebook, Twitter, Instagram,) website maintenance (WordPress,) and membership CRM (Member 365.) Additional skills in Photoshop, Adobe, In Design, HTML5, and Excel formulas are welcome, as well as graphic design experience.

### **Education**

Bachelor's degree in related field from a four-year college or university is preferred, however comparable work experience will be considered in lieu of a degree.

### **Physical Demands**

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 essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

### **Work Environment**

Work environment characteristics 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. Work environment will include both office and event venues, depending on schedule. Because of events, this role may not always be the typical 9-5 work schedule, though



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there will be plenty of flexibility. *This role requires consistent work with and for the LGBTQ community. Ideal candidates should be supportive of and comfortable with working in, with, and for said community.*

### Application Guidelines

For consideration, interested applicants should submit the following documents:

1. Cover letter
2. Current resume/CV

Submissions should be made electronically in a **single PDF document** to: [zach@thinkiba.com](mailto:zach@thinkiba.com) using the subject IBA Manager Search.

**Applications will be accepted through Monday, April 8, 2019 at 5pm.** Finalist candidates should be prepared to submit two work references (with current contact information), including past direct supervisor(s). **No phone calls will be accepted about the position. To learn more about the IBA, visit [www.ThinkIBA.com](http://www.ThinkIBA.com).**

*The IBA is an equal opportunity employer committed to inclusive hiring and dedicated to diversity, inclusion, and equity in its mission, work, Board, and staff.*