



### **IBA Operations Coordinator**

Supervisor:	Executive Director or CEO, as applicable
Additional reporting:	Board of Directors, Independence Business Alliance (IBA); Board of Directors, Independence Business Alliance Foundation (IBAF)
Classification:	Full-time, Exempt
Starting Salary:	\$50,000/year, plus benefits

The position of **IBA Operations Coordinator** supports all aspects of the IBA's operations, as well as assisting with IBAF operations as needed.

### Job Duties

- Exercise independent judgment and discretion with respect to IBA and IBAF day-to-day operations and medium/long-term strategic goals.
- Oversee timely and effective communication with IBA and IBAF staff, IBA and IBAF Board members, committee members, corporate partner representatives, prospective members, and event attendees.
- Populate, update, maintain CRM system.
- Develop, direct, and execute IBA and IBAF social media messaging and campaign efforts; identify opportunities for social media messaging and campaign efforts regarding IBA and IBAF strategic priorities.
- Produce strategic marketing and participant materials for media.
- Prepare and distribute reports and other documents needed for Board and Committee meetings; track and manage key deliverables; assist with organizational policy development.
- Track, analyze, and prepare strategic information regarding membership metrics.
- Prepare strategy and oversee the recruitment of new members; coordinate, provide, and assist members with membership services and membership-related logistics; identify and recruit prospective members.
- Assist with relationship management, maintenance, and development of corporate partnership and other key strategic partnerships.
- Organize, produce, and support events, as needed, and in connection with IBA/IBAF staff, as applicable.
- Maintain confidentiality of sensitive information consistent with organizational policy and legal requirements.
- Other duties as may be required or assigned from time to time.



## Requirements

- Excellent and effective organization, time management, and communication skills.
- Excellent and clear writing skills.
- Excellent interpersonal skills, tact, creativity, judgment and discretion.
- Ability to prioritize and handle multiple projects simultaneously in a fast-paced environment.
- Knowledge of/experience in word processing, spreadsheets, databases, and presentation software (MSWord, Excel, Access, PowerPoint, QuickBooks, Google G Suite, Outlook).
- Knowledge of/experience in social media platforms (Facebook, Twitter, Instagram, LinkedIn), website maintenance (Drupal and/or WordPress) and membership CRM.
- Additional skills in Photoshop, Adobe, In Design, HTML5, Canva, and Excel formulas are welcome, as well as graphic design experience.
- A bachelor's degree in a related field from a four-year college or university is preferred but not required; comparable work or life experience will be considered.

**Note: This role requires consistent work with, for, and on behalf of the LGBTQ+ community in the Greater Philadelphia region. Ideal candidates must be enthusiastically supportive of and comfortable with working in, with, and for said communities.**

## Physical Demands

While performing the duties of this job, the employee is frequently required to stand; walk; sit; communicate with others, and use hands to handle objects, tools or controls. The employee may occasionally be required to reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. The physical demands described here are representative, but not exclusive, of those that must be met by the employee in this position. Reasonable accommodations will be made consistent with applicable law to enable individuals with disabilities to perform essential functions of the position.

## Work Environment

The typical work environment will include both office and event venues, depending on schedule. In times of events, this role may not always be the typical 9-5 work schedule, though flexibility in scheduling is anticipated. At present, this position is anticipated to be hybrid in-person/remote, with in-person attendance at meetings, events, and other functions required in the IBA/IBAF coverage area, based on applicable business needs.



independence  
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; however, in-person attendance at meetings, events, and other functions based on applicable needs will be required.

### Additional Background

The **Independence Business Alliance (IBA)** is the LGBTQ+ Chamber of Commerce for the Greater Philadelphia region, defined as: 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 501(c)(6) membership-based business advocacy organization dedicated to making the Philadelphia region an influential and diverse LGBTQ+ business community with an impact on economic development, equal rights, and policy issues. The IBA is an official affiliate of the National LGBTQ Chamber of Commerce (NGLCC). **The Independence Business Alliance Foundation (IBAF)** is the IBA's 501(c)(3) charitable entity.

### Values Statement

The IBA is an equal opportunity employer and provides equal employment opportunities to all employees and applicants for employment. The IBA prohibits discrimination and harassment of employees and applicants on the basis of race, color, ethnicity, national origin, religion, age, disability status, sex, gender, sexual orientation, gender identity or expression, and any other characteristic protected by applicable law.

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