



International Business Innovation Association (InBIA)

### **Administrative Coordinator**

#### Position Description

##### **About InBIA:**

InBIA is a global nonprofit with over 1,200 members that lead entrepreneur support organizations (ESOs) in 32 countries. For close to 40 years, InBIA has provided industry best practices through education while enabling collaboration, mentorship, peer-based learning and the sharing of innovative ideas for entrepreneurs across the globe. InBIA is the premier organization for business incubators, accelerators, coworking spaces and other types of ESOs.

##### **Opportunity:**

InBIA seeks a new addition to its team, beginning immediately, to provide administrative support and customer service across all areas of the organization. The ideal candidate will be well-organized; have a passion for excellent customer service and work well both in a team environment and autonomously. This position is available immediately.

##### **Position Summary:**

The Administrative Coordinator will report directly to InBIA's President and CEO and have responsibilities for duties in support of InBIA's efficient delivery of customer benefits (membership, convening, and training) in a manner that meets organizational goals and exceeds customers' expectations. This is a full-time, benefit-eligible position based in the Greater Orlando area. Minimal local travel is necessary and remote work is supported.

This position will provide administrative support to several areas of the organization, with principal focus on the following duties:

### **Principal Responsibilities:**

- Tracking and processing memberships in InBIA to include the onboarding and renewing of memberships, maintaining member databases and providing reporting.
- Creating custom invoices and e-commerce forms, processing vendor registrations and issuing W-9s.
- Handling customer inquiries and resolving payment issues in a timely fashion.
- Collecting and processing incoming mail to include the depositing of customer payments.
- Processing, tracking and collecting customer payments for services purchased on credit.
- Initializing electronic payments and wire transfers to vendors and subcontractors.
- Processing of employee reimbursements for travel and miscellaneous expenses.
- Liaising with company's accountant to process company credit card transactions.
- Ordering office supplies.
- Tracking all assets of the organization to include computers, office equipment, furniture and publication inventories.
- Providing support for the onboarding of new employees.
- Liaising with company's landlord.
- Maintaining and renewing organizational documents to include registrations and certifications for general operations and convenings, vendor contracts and insurance policies.
- Processing of publication purchases and maintaining of an inventory of InBIA publications.
- Administering various cloud-based services to include Asana, phone.com and T-sheets.
- Supervision of company interns.
- Providing administrative support for InBIA convenings and trainings.
- Performing other related duties as required.

### **Required Competencies:**

- Demonstrated passion for delivering excellent customer service.
- Excellent written, verbal and interpersonal communication skills.
- Effective organizational skills to include the ability to create and maintain processes and meet deadlines with an attention to details.
- Ability to work independently as an individual contributor; manage multiple priorities; function effectively in a fast-paced entrepreneurial environment; and make prudent decisions.
- Analytical thinking and problem solving skills.
- Personal credibility and willingness to contribute to a team and help other colleagues when required.
- Proficiency in MS Office, Google Suite, Asana, Excel, Salesforce and ability to learn additional cloud-based systems.

**Required Qualifications:**

- Minimum of three years of experience in customer service, office management and/or administrative support.
- Bachelor's degree, or equivalent years of experience in business management

**Compensation:**

- Compensation commensurate with experience within a salary of \$30,000 to 33,000.
- A full range of employee benefits is offered.

Qualified candidates are encouraged to share an expression of interest, via email, to InBIA's President and CEO, Charles Ross at [cross@inbia.org](mailto:cross@inbia.org).