

JOB TITLE: Project Coordinator

DEPARTMENT: NW SBTRC

REPORTS TO: Project Director

SALARY RANGE: Depending on Experience



POSITION OVERVIEW

The Northwest Small Business Transportation Resource Center (SBTRC), funded under the U.S. Department of Transportation and operated by the Economic Alliance Snohomish County supports the capacity for small and disadvantaged businesses to bid and perform on transportation and construction projects. The Project Coordinator is responsible for enrolling new clients to the SBTRC program by completing the appropriate program enrollment documents. This position will be responsible for the support of new and existing client inquiries, using the CRM System (NeoSerra). The Coordinator will be responsible for responding to email and phone inquiries, and thorough processing of new client data into Neoserra.

The Project Coordinator is also responsible for the outreach and promotion of bonding and contracting workshops, events, and opportunities hosted by the Northwest SBTRC. Outreach channels include the use of newsletter and social media platforms. The Project Coordinator will support the Project Director and other team members to ensure all project activities within the SBTRC Program is implemented effectively and efficiently, and all goals successfully met.

KEY RESPONSIBILITIES

- Provides friendly, courteous, positive and high-quality service as first point of contact to potential clients and existing clients;
- Maintain confidential, accurate and complete files for all program participants;
- Interview program participants and assist them in the completion of the entire client intake process;
- Maintains ongoing communication with existing clients;
- Demonstrates exceptional organizational, planning and multi-tasking skills;
- Counsel participants regarding services offered through the SBTRC program and make appropriate referrals to other programs or partner agencies;
- Ensure accurate and timely entry into NeoSerra database;
- Assist with outreach efforts to keep participants actively engaged in the program and to ensure follow through on intake form submission;
- Create outreach content for newsletters, social media, and marketing material;
- Work closely with the Director and team in accomplishing the Bonding and Contracting Education Program (BEP).

CLIENT ENGAGEMENT & CUSTOMER SERVICE

- Follow up on small business client leads to provide intake for participation in the Bonding and Contracting Education Program (BEP)
- Conduct research for clients by connecting them to appropriate resources, technical assistance (bonding, loan assistance, procurement opportunities), and subject matter experts to support the needs and goals of small business owners
- Work with consultants, subject matter experts, and chamber partners to identify solutions and technical assistance to help small businesses succeed in their operations and bonding goals

REQUIRED SKILLS AND QUALIFICATIONS

Education

University degree in business development, marketing, or business management preferred. College experience may be substituted for sufficient, related work experience.

Knowledge & Skills

- Outstanding attention to detail and results oriented
- Excellent communication and critical thinking skill;
- Excellent organization skills with experience in project coordination, planning, and implementing events/activities
- Flexible, creative, and able to work under pressure and meet tight deadlines
- Excellent interpersonal skills and high emotional intelligence
- Proficient in Microsoft Office and the ability to use multiple databases to run reports and enter data

Experience

- Experience with data collection and research to develop impact reports highly desired
- Experience with designing marketing materials for events and services highly desired
- Proficiency in Windows-based software and willingness to learn CRM software

Economic Alliance Snohomish County creates economic growth and opportunities through leadership, collaboration, advocacy and support. As a countywide chamber and economic development organization, we encourage business, partnerships, jobs and growth by collaborating with stakeholders throughout the County.

APPLICATION PROCESS:

Position open until filled. Submit CV with cover letter by email to aishaa@economicalliancesc.org.