

**Job Posting:** Certification Specialist  
**FLSA Classification:** Exempt, Full-time  
**Reports To:** Certification Manager

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### **About Us**

The Women's Business Enterprise Center East (WBEC-East) fosters the development and retention of successful businesses by delivering resources that enable individuals to start new businesses and grow existing ones. While the center is dedicated to the economic empowerment of women, the services are open to all individuals. Our territory covers the Commonwealth of Pennsylvania, the State of Delaware, and eight counties in southern New Jersey. WBEC-East offers a comprehensive menu of training, counseling, and networking programs and services. WBEC-East facilitates the relationship between corporations, government and women-owned businesses to provide growth and sustainability as one of the 14 regional partner organizations of the Women's Business Enterprise National Council (WBENC). | [www.wbeceast.com](http://www.wbeceast.com)

### **Location**

WBEC-East is headquartered in center city Philadelphia, PA and has a satellite office in Pittsburgh, PA. Incumbent will be required to occasionally travel to and around the WBEC-East territory of Pennsylvania, Delaware, and southern New Jersey. A successful candidate will reside in the WBEC-East territory, particularly in southeastern PA, north Delaware, or southern New Jersey. Possible opportunity for partial remote work.

### **Summary of Job Duties**

The Certification Specialist will work in an administrative capacity with several entrepreneur applicants and volunteers daily to schedule and conduct site visit interviews, which is the last step in the process to becoming a certified women-owned WBE business. A successful candidate will be an energetic and personable individual, willing to warmly organize the efforts of our volunteer team and pair them with eager applicants for their interview. This person must thrive in a multi-tasking environment to ensure that our applicants are able to complete the certification process in a fair and timely manner. They must be highly organized, extremely meticulous, and detail-oriented, as they will be coordinating with anywhere from 50 to 100 different schedules at any given time. This is the perfect opportunity for a professional looking to get involved in the non-profit industry with a passionate, fast-paced organization dedicated to the empowerment of women.

### **Essential Duties**

#### **1. Site Visit and Volunteer Coordination**

- Coordinates with clients requiring a site visit interview to schedule a date and time with a volunteer or staff site visitor.
- Maintains a friendly professional relationship with the volunteer site visitors.
- Maintains an organized tracking process and an accurate calendar of site visits and corresponding documents, and propose improvements to the tracking and scheduling process as needed.
- Communicates with applicants in a timely manner to confirm receipt of information or files and to provide exceptional customer service.

- Conducts in-person site visit interviews with women business owners to determine compliance with certification requirements (particularly when a volunteer is not available).
- Ensures all appropriate paperwork and processes are completed within compliance timeline standards.
- Performs other duties as assigned.

## **2. Certification Support**

Contributes to Certification Coordinators as needed in any of the following capacities:

- Provides administrative support to the certification team as needed.
- Maintains accurate data entry and supports a clean database according to national standards.
- Communicates by email/phone with applicants to confirm their status and next steps.
- Evaluates applicant files to ensure they are processed in accordance with strict WBENC eligibility and procedures, which may occasionally include reviewing legal and financial documentation (no experience is required, however a strong ethical standard and a comfort with legal and financial documents such as tax returns, bylaws, and budgets is preferred).
- Prepares regular reports as requested by management.
- Performs other duties as assigned.

## **3. Other Duties and Assignments**

- Participates in and provides support for WBEC-East programs as directed by event staff and managers, including luncheons, evening receptions, training workshops, webinars or networking events as time and resources permit.
- Provides administrative support to the management team as needed.
- Communicates to women owned businesses the criteria and benefits of certification, as well as the opportunities WBEC-East offers to women entrepreneurs.
- Provide exceptional customer service to all constituents by phone, email, or in-person communications.
- Supports and participates in WBEC-East activities in other functional areas as needed.
- Performs other duties as assigned.

## **Education / Experience Requirements and Qualifications**

- High school diploma required; Associate's degree or higher education is preferred.
- Minimum 2 years' full-time work experience in a professional office environment. Experience with administrative assistant functions, volunteer coordination, or related experience is helpful.
- Exceptional technology skills, particularly:
  - Microsoft excel skills, including ability to manipulate excel spreadsheets to track processes.
  - Ability to quickly learn new technologies, including databases and task management software.
  - Mastery of Zoom required, Microsoft Teams preferred, with ability to troubleshoot.
- Solid organizing, planning, tracking, problem-solving and attention to detail skills.
- Friendly personality with the willingness to spend most of the working day communicating with volunteers and clients.
- Demonstrated excellent written and oral communication skills.
- Outstanding work ethic and willingness to go "above and beyond."
- Must be adaptable and resilient: able to work in fast-paced environment with changing priorities and limited resources.
- Ability to follow policies and procedures while keeping manager fully informed at all times of emerging issues and progress.
- Must own or have reliable access to a car. Travel around the WBEC-East territory will be required.
- May infrequently need to be available to work after hours for special events, conferences, or regional travel to conduct site visit interviews, when required.

### **How to Apply**

Applicants should send a resume and cover letter outlining how they meet the specific requirements of the position to Rebecca Tham, Operations & HR Manager at [rtham@wbeceast.com](mailto:rtham@wbeceast.com).

While we sincerely appreciate all applications, only those candidates selected for an interview will be contacted.

### **Did you know?**

WBEC-East offers a comprehensive benefits package for employees which includes medical and dental insurance, as well as life and disability insurance, generous paid time off (sick and vacation time), paid holidays, and a 401(k) retirement plan.

**WBEC-East is an Equal Opportunity Employer and does not discriminate based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status.**

**Employees as well as applicants who are currently, or become disabled, must be able to perform the functions of the job with either reasonable accommodation or unaided. WBEC-East will examine reasonable accommodations on a case-by-case basis in accordance with the law.**

**We encourage all qualified applicants to apply.**

*Revised Date: July 6, 2021*