

**Job Title:** Certification Coordinator

**FLSA Classification:** Exempt

**Department:** Certifications

**Reports To:** Certification Manager

**Full/Part-Time:** Full-time

**Salary Range:** \$50,000-\$55,000 per year

**Travel:** 10-20%

**Location:** Hybrid in Philadelphia or Pittsburgh, PA

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### **About Us**

The Women's Business Enterprise Center East ([WBEC-East](#)) is a 501(c)3 organization that fosters the development and retention of successful businesses by delivering resources that enable individuals to start new businesses and grow existing ones. WBEC-East belongs to two national networks: As a Women's Business Center we partner with the [U.S. Small Business Administration](#) and as a [WBENC Regional Partner Organization](#) we serve as a third-party certifier of women-owned businesses. Our service delivery area includes the Commonwealth of Pennsylvania, the State of Delaware, and eight counties in Southern New Jersey.

### **Location**

WBEC-East is headquartered in Center City, Philadelphia, PA and has a satellite office in Pittsburgh, PA. As of this posting, the position is considered a hybrid working position with two days in the office in either Philadelphia or Pittsburgh, PA and three days working remotely. Candidates should be within commutable distance to either the Philadelphia or Pittsburgh office. This position requires approximately 10-20% of travel, including travel within Pennsylvania, Delaware, and southern New Jersey; occasional travel between the Philadelphia and Pittsburgh offices; and approximately one to two overnight trips within the United States annually. Occasional evening and weekend work is required with advanced notice.

### **Summary of Job Duties**

The Certification Coordinator will be part of a team of Coordinators responsible for conducting the WBENC Women Business Enterprise (WBE) Certification process, and ensuring applicants meet all criteria to maintain compliance with WBENC's world-class standards. This requires an in-depth review of the applying businesses, the facilitation of interviews with women business owners, and impeccable record keeping and data management. This position also has opportunities to support our committee of volunteers, participate in entrepreneurship programs and special events, and strengthen community relationships and partnerships.

A successful candidate will be a skilled critical thinker and problem-solver, as much of the role encompasses reviewing business legal and financial documentation including bylaws and tax returns, to ensure that applying businesses are controlled by a woman or women.

## **Essential Duties**

*(Duties listed are approximate and percentages may vary based on business needs.)*

### **Certification Application Review & Compliance – 40%**

- Review and evaluate certification applications and supporting documentation to determine compliance with applicable [WBENC certification standard and procedures](#)
- Analyze legal, financial, and organizational documents, including tax returns, operating agreements, bylaws, and related business records
- Identify missing, incomplete, or inconsistent information and request additional documentation as needed
- Monitor assigned certification files and ensure applications are processed within established service standards and timelines.
- Maintain impartiality and confidentiality throughout the certification review process
- Prepare certification findings, recommendations, reports, and supporting documentation for management and committee review.

### **Site Visits, Committees & Stakeholder Support – 35%**

- Coordinate and conduct virtual and/or in-person site visit interviews with business owners as part of the certification review process
- Support Certification Committee activities, including scheduling meetings, preparing materials for review, distributing information, and documenting outcomes
- Maintain productive working relationships with committee members, volunteers, and community partners
- Participate in training related to certification standards and processes
- Guides applying women entrepreneurs through the process with excellent customer service, while remaining impartial in the review process. Enjoys the interpersonal aspect and answering client questions.

### **Applicant Communication & Customer Service – 15%**

- Serve as a primary point of contact for applicants throughout the certification process
- Communicate certification requirements, application status updates, and documentation requests via phone, email, virtual meetings, or other communication channels
- Provide professional, timely, and accurate customer service to applicants, certified businesses, volunteers, and other stakeholders
- Respond to inquiries regarding certification standards, procedures, and related program offerings

### **Data Management & Administrative Operations – 10%**

- Maintain accurate records, databases, files, and electronic documentation related to certification activities
- Track application process, required documentation, committee actions, and certification outcomes
- Assist with administrative processes related to certification operations

### **Other Duties (Non-Essential Functions)**

- Support WBEC-East events, workshops, webinars, networking functions, and special programs as needed
- Assist with outreach efforts to educate businesses regarding certification requirements, benefits, and available resources
- Provide administrative or project support to other departments or organizational initiatives as assigned
- Participate in cross-functional projects and organizational committees
- Perform other job-related duties as assigned consistent with business needs

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

- Education: Bachelor's Degree or equivalent experience required
- Experience:
  - At least 2 years of relevant professional, administrative, certification, program coordination, legal-document review, or related experience, or an equivalent combination of education and experience
  - Paralegal, business, and/or finance skills preferred
- Knowledge, Skills, and Abilities:
  - General understanding of tax returns, operating agreements, and other business financial and legal documents preferred
  - Strong experience working in databases and excel spreadsheets. Must have excellent computer skills with the ability to quickly learn and navigate new technologies
  - Ability to follow applicable policies and procedures and promptly escalate significant, unusual, or time-sensitive issues to the Certification Manager
  - Experience with administrative functions, program coordination, volunteer coordination or related experience is helpful
  - Solid organizing, planning, tracking, problem-solving and attention to detail skills
  - Demonstrated excellent written and oral communication skills
  - Demonstrated ability to communicate professionally and courteously with applicants, volunteers, colleagues, and community partners
  - Demonstrated reliability, accountability, responsiveness, and ability to follow assignments through completion
  - Ability to manage competing priorities and provide support during occasional high-volume periods
- Physical & Environmental Requirements:
  - Work is performed primarily in an office environment
  - Remain seated while performing computer, telephone, data entry, customer service, and administrative duties continuously (67-100% of the workday)
  - Ability to operate computers, telephones, office equipment, and filing systems up to 33% of the workday
  - Ability to continuously communicate verbally and in writing with customers and employees (67-100% of the workday)

- Frequently read, review, and prepare documents (67-100% of the workday)
- Occasionally reach, stoop, kneel, lift, and carry files, office supplies, packages, and records, up to 33% of the workday
- Occasionally lift and carry items weighing up to 20 pounds independently and up to 50 pounds with assistance
- Ability to travel throughout Pennsylvania, Delaware, and southern New Jersey as required, using a reliable means of transportation
- Ability to work after hours for meetings, training classes or conferences on weekday evenings and/or Saturdays, when required. Advanced notice will be provided
- Ability to perform essential job duties with or without reasonable accommodation

### **How to Apply**

Applicants should send a resume and cover letter outlining how they meet the specific requirements of the position to Yana Massey, Certification Manager, [ymassey@wbeceast.com](mailto:ymassey@wbeceast.com). You must put in the "Subject Line" – Certification Coordinator Applicant and must include your resume and a cover letter.

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

### **Benefits Information**

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.

### **EEO Statement**

WBEC-East is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, ethnicity, religion, creed, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity or expression, national origin, ancestry, age, disability, marital or familial status, genetic information, veteran or military status, source of income, status as a victim of domestic or sexual violence, or any other characteristic protected by applicable federal, state, or local law.

### **ADA Accommodation Statement**

WBEC-East provides reasonable accommodations to qualified applicants and employees with disabilities. Qualified individuals must be able to perform the essential functions of the position, with or without reasonable accommodation. Applicants who need an accommodation to participate in the application or interview process may contact Human Resources at [hr@wbeceast.com](mailto:hr@wbeceast.com).