

## **Position Description – WESTAF Business Coordinator GO Smart and CVSuite**

**Date of Description Revision:** March 19, 2019

### **Summary of Position**

The Business Coordinator position will provide support for two of WESTAF's online technology programs: GO Smart and CVSuite. This position is an entry level position that works closely with the GO Smart and CVSuite program managers to provide customer service, customer account and market research support. The position is 37.5 hours per week and requires attendance in the office during regular office hours (8:30am to 5:00pm). Responsible for providing multifaceted, general customer service support, customer account support, including client onboarding, training and troubleshooting and contract management and billing. The position will also support the marketing endeavors of each program including market research, lead generation, sales support and support of digital marketing efforts (SEO, Social Media, etc).

GO Smart is an easy to use, time-saving, Software as a Service grants management system that was designed for arts administrators by arts administrators. From intent to apply, creating the application, panel reviews, awards, and final reports – GO Smart significantly simplifies the way admin, applicants, and panelists interact with the grant process. Our clientele tend to be State and Local Art Agencies grant managers but we are expanding to municipalities and small government entities as well.

The CVSuite is a research-based, economic development tool that provides high-quality, customized, creative economy data and reporting. We developed the Creative Vitality Suite to make it easy for organizations working within the creative economy space to access data, explore data, and most important, use creative economy data to demonstrate their impact, now, and in the future.

GOSmart and CVSuite is are earned income programs of WESTAF and furthers the non profit mission goals of providing innovation and technology for Arts Organizations.

### **Reporting**

This position reports to the Associate Director and daily reports to the program managers of GO Smart and CVSuite.

### **Essential Functions**

Core responsibilities of this position include, but are not limited to:

- Marketing Research for generating sales leads, client data management, contract tracking.
- Become the key manager of the Zoho Client list for GO Smart and CVSuite. Work with program manager to align tracking and documentation of contract and processes.
- Scheduling and coordinating client meetings, events and other similar activities;
- Coordinating between GO Smart and CVSuite and operating units in resolving day-to-day administrative and operational problems;
- Manage technology support email, responding in a timely manner and escalating as necessary.
- Become a proficient user of both online systems to support and clients, assist in troubleshooting product errors and bug reporting

- Provide support in end user testing of software update
- Preparing business correspondence, agendas, and presentations, light data entry, typically using Google Suite products, [Microsoft Office](#) (Word, Excel, PowerPoint, Access, Outlook), and Adobe Acrobat;
- Assisting with all aspects of administrative management, directory maintenance, logistics, equipment and storage; some light bookkeeping and vendor management;

Miscellaneous:

- Participate in inter-departmental committees that are charged with reaching the goals in the newly-approved strategic plan.
- Other projects as assigned.

**Competencies**

- Bachelor's degree or 2 years experience in relevant field
- A professional demeanor and a positive approach to customer service;
- Ability to manage rapidly shifting priorities
- A general understanding of administrative productivity tools such as Google Suite, Microsoft Office, Adobe, Asana, Wordpress, and CRMs
- A general understanding of online systems and software;
- The proficiency to prioritize work and solve problems quickly and effectively; and
- Aptitude for completing work objectives under limited supervision;
- Excellent organization skills, attention to detail, and aptitude for executing and prioritizing tasks independently; passion for troubleshooting issues
- Proficient computer skills on both PC and Mac
- Ability to intuitively figure out technology systems when necessary
- Ability to work productively across teams and independently
- Solution-oriented with the ability to troubleshoot and communicate solutions; Strong verbal communication skills and ability to troubleshoot and communicate solutions to customers
- Commitment to Diversity, Equity, and Inclusion

Although not required, experience with SaaS sales or market research highly desired.

**Position Type/Expected Hours of Work**

This is an (non)exempt, full(part) time position located in Denver, Colorado. General hours and days of work are Monday through Friday, 8:30am to 5:00pm. However this position can sometimes require long hours and weekend work.

**Work Environment and Physical Demands**

WESTAF has an open office environment and requires staff to be able to work within ambient office noise. This position requires significant use of a computer and phone as well as in-person communication with coworkers.

**EEO Statement**

WESTAF is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

**Other Duties**

This job description is not designed to cover or contain a comprehensive list of all activities, duties or responsibilities that are required for the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.