**Washington Center for Women in Business**  
**Center for Business & Innovation**  
**Thurston Economic Development Council**

**Job Title:** Resource Hotline Administrative Specialist, Full-Time, Non-Permanent (Nine Months)  
**Reports to:** Program Director, Washington Center for Women in Business

**NOTE:** This position is full-time, non-permanent for nine months based on funding availability from the SBA Women’s Center Covid 19 Grant. Position is not eligible for renewal after nine-month grant contract is complete, however a new administrative specialist position may be created for the incumbent dependent on availability of funding and job performance.

**ORGANIZATION:**  
The Washington Center for Women in Business (WCWB) is a program whose mission is to develop people, using the tools of entrepreneurship. The WCWB is funded in part through a cooperative agreement with the US Small Business Administration (SBA), Office of Women's Business Ownership (OWBO). Women Business Center Programs are designed to educate, counsel and support clients in the areas of business planning, finance, management, procurement, and marketing.

The WCWB is co-located at the South Puget Sound Community College - Lacey campus, along with the Center for Business & Innovation (CB&I), a separate non-profit organization that provides a one-stop resource for entrepreneurs; and the Thurston Economic Development Council (EDC), a private non-profit organization, governed by a 26 member Board of Directors.

**POSITION OBJECTIVE:**  
The WCWB Resource Hotline Administrative Specialist is a full-time, non-permanent position responsible for administering the Thurston EDC Covid 19 Resource Hotline for businesses. The position requires answering hotline calls and assisting Covid 19 affected businesses with resources available to them to help their businesses survive the pandemic and re-open at the appropriate time. The position also requires the gathering and understanding of available resources and application processes required for available resources. Additionally the Hotline Administrative Specialist will be responsible for documenting interactions with businesses on the hotline and following up with businesses when needed with additional resources as well as a variety of other non-hotline related administrative duties.

**DUTIES AND RESPONSIBILITIES:**

- Answer hotline phone calls and assist Covid 19 businesses with available resources.
- Document interactions with small businesses on the hotline.
- Follow up with small businesses that called the hotline and provide additional resources and support.
- Identify resources available to Covid 19 affected businesses on the city, state, and federal levels and help businesses gain access to those resources.
- Manage, build and strengthen relationship building with clients, internal/external stakeholders to ensure client satisfaction, with an emphasis on socially, and economically disadvantaged women.
• Maintain appropriate detailed documentation of all interactions with Covid 19 affected businesses and resources provided to those businesses through the WCWB.
• Communicate all of the Thurston EDC CB&I resources available to businesses and help businesses navigate to the most appropriate resource.
• Customer Relationship Management database data entry and extraction.
• Provide administrative support to WCWB staff.
• Provide administrative support to Thurston EDC Center for Business and Innovation staff.
• Additional duties as assigned.

This position will spend their working hours in the following manner:
• 20%-40% - Hotline calls and documentation of hotline interactions.
• 30%-70%- Administrative support.
• 10%- Covid 19 resource gathering and disseminating.

MINIMUM QUALIFICATIONS:
• Two years of previous work experience in a customer service, administrative, or call center role.
• Strong work ethic, including having the emotional bandwidth/endurance to work with Covid 19 affected businesses.
• Detail oriented, willing to utilize existing documentation systems and program technologies to conduct daily operations in a manner that is consistent with our grant requirements and existing procedures.
• Sensitive to the needs of, and compassionate with, a very diverse client base.
• Strong written and verbal communication skills.
• Strong computer skills, with knowledge of Microsoft Office Suite (Word, Excel, Outlook and PowerPoint) along with GoToMeeting, Zoom and other social media platforms.
• Ability to work a set schedule Monday through Friday.

PREFERRED QUALIFICATIONS:
• Experience with Customer Relationship Management software.

SALARY SCALE:
The position is a full-time, non-permanent, hourly position, 35-40 hours per week. The position is located at the Thurston Economic Development Council Center for Business & Innovation at the SPSCC Lacey Campus. The salary for this position is based on experience and qualifications. This position is eligible for benefits.

APPLICATION INSTRUCTIONS:
To apply, please send cover letter, resume and references to info@wcwb.org or through this posting, with “Resource Hotline Administrative Specialist” in the subject line. Your cover letter must address how your background meets the minimum qualifications and if applicable, preferred qualifications, as identified above.

The Washington Center for Women in Business is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities are encouraged to apply.