**NEWCAP, Inc.**

**1201 Main Street**

**Oconto, WI 54153**

# JOB DESCRIPTION

**JOB TITLE**: Administrative Support Specialist – Business Development

**FLSA STATUS**: Non-Exempt, Part-Time (25 hours per week)

**LOCATION:** Oconto, WI

**REPORTS TO**: Business and Economic Development Coordinator

**GENERAL SUMMARY**:

* Day to day administration operations related to programs to assist entrepreneurs and rural based businesses.
* Provide support to the Business and Economic Development Coordinator to include client file management, calendar management, meeting coordination, and special projects.
* Provide support for the operations and expansion of the Business Empowerment center.
* Provide miscellaneous duties such as organizing technology, VISTA program support, grant writing and reporting.
* Maintain Captain database for business development program.
* Assist with the Microlending Program.

**AGENCY EXPECTATIONS**:

1. Adhere to agency policy and procedures.
2. Exceptional communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic putting the needs of the organization and clients as their first priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mail, and conversations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**:

Provide support to the Business and Economic Development Coordinator.

* Heavy calendar management and email management
* Heavy project plan task management
* Composing, preparing, editing grants and correspondence within the company organization and to clients on behalf of Newcap and the department.
* Purchase orders and credit card statement reconciliation
* Receive incoming calls and respond to requests for information about the departments programming.
* Assist with finding, editing, and reporting on current and new grants that maintain and will expand Newcap’s business development program.
* Monitor and route communications from multiple different channels.
* Coordinate and schedule internal meetings and department events, create meeting agendas and follow-up meeting notes, as needed.
* Organize and maintain files in paper and electronic form.
* Develop new forms and files both electronically and in paper form.
* Assist with reporting and audits required by grants.
* Maintain Newcap’s Captain Database with all CYOO business development clients.
* Provide support for the operations and expansion of the Business Empowerment Center (BEC):
  + Coordinate with the website developer to ensure new content is posted in a timely fashion and old content is removed.
  + Set up, schedule, and maintain the BEC email, blog, and newsletter communications.
  + Set up new expert consultants with the necessary technology, reports and information to successfully perform coaching duties.
  + Coordinate with the Expert consultants to schedule, track, report, and invoice for services.
  + Maintain the support email and respond to challenges quickly.
  + Compile and edit website content provided by coaches and upload to website, as necessary.

Other Duties as Assigned:

* Organize the technology and general onboarding of new VISTAs and team members.
* Proof-read grant applications.
* Research statistics and data for grant applications, project proposals and presentations.
* Review old files and organize, as necessary.
* Assist VISTA team members with composing of emails and other communications.
* Assist VISTAS with onboarding and transitions.
* Assist with the processing, monitoring and communications for the microlending program.
* Assist staff with continuing education registration and minor travel arrangements.

**WORKING CONDITIONS:**

This work is generally performed in an office environment. Much of the work will take place in the field across the nine-county region and in other areas of the state. Some overnight and out of state travel is required.

**EFFORT:**

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting up to 25 pounds, reaching, climbing, stooping. Minimal evening and weekend is required.

**MACHINES, TOOLS, EQUIPMENT:**

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone, van, or car.

**MINIMUM QUALIFICATIONS:**

Post-secondary education in business, communications, public administration, transit planning, or 5 years’ experience in transportation related field and working with elderly, disabled and low income populations preferred. A combination of education, training and experience that results in demonstrated competency performing the work may be substituted.

**ABILITIES REQUIRED:**

* Knowledge of budgeting and grant writing.
* Ability to read, write using proper grammar/punctuation, and communicate effectively.
* Possess organizational, planning, and analytical skills.
* Computer skills.
* Experience with word processing, spreadsheets, scheduling, project management, presentation, graphics, layout, and design.
* Ability to perform tasks with minimal supervision or over-site.
* Ability to identify, communicate and assist in responding to the needs of multi-counties.
* Ability to supervise employees.

**SPECIAL REQUIREMENTS:**

* Must possess a valid driver’s license.
* Must pass a criminal background check.
* Must pass physical exam as it pertains to the job description.
* Must be able to maintain the confidentiality of any information encountered.

**PHYSICAL DEMANDS:**

Employee must be able to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.