



Organization: Sustainable Connections

Title: Business Engagement Specialist

Primary Work Location: Bellingham, WA

Term: Part time (25 hours weekly), introductory (90 day period before becoming regular employee), non-exempt

Physical attendance requirement (% of time on site/in office): Minimum 1 day a week working on-site in the Bellingham office

Reports to: Communications Director

Application deadline: Open until filled. Review begins on 1/10/2022

Desired start: 2/15/22

Summary

Join [Sustainable Connections](https://sustainableconnections.org), an entrepreneurial non-profit organization that works with dozens of partner organizations and over 2000 local businesses a year to create thriving communities.

The person in this position cares deeply about helping local businesses and the people who work at them. By introducing local businesses to Sustainable Connections' membership benefits and program offerings, this person will take pride in fostering relationships that build success in the community. It is imperative that this person communicate well with others as well as work independently, and represent the organization, in a professional manner. This position requires developing and streamlining processes using a variety of systems such as Salesforce, FormAssembly, and Microsoft Office. Someone who has a love of learning and enjoys sharing knowledge about sustainable business practices will thrive in this position.

In order to create thriving communities, we are committed to continually improving and learning. Our statement of commitment to equity, diversity & inclusion can be found here: <https://sustainableconnections.org/about-us/>

COVID Impact on this position at present:

Due to COVID, most of our Bellingham staff have been working remotely, with the office open for staff to work there if they prefer. We have not been hosting in-person events. Before COVID, flexible working schedules & telework have been available to staff & supported by Employee Handbook policy. Supervisors determine work schedule & location with individual staff, dependent on organizational needs.

Primary Responsibilities:

General Program Support

- Acts as a liaison for business members and all Sustainable Connections programs, including sustainable practices, event involvement, publications and more
- Assists Program Managers in identifying businesses that might be interested in Think Local First promotions, Whatcom Food & Farm Finder listings, Home & Landscape Tour participation, and other business directories, events and publications throughout the year

New and Renewing Sustainable Connections Members

- Serves as first point of contact for membership inquiries/questions
- Helps foster relationships with new and existing local businesses
- Welcomes all new members and offers an orientation meeting
- Uses Salesforce to track upcoming membership renewals and recently expired members
- Communicates with businesses via phone, email, and in person about memberships
- Assists Administrative Manager with accounts receivable for member renewals

Member Events

- Organizes approximately 6 annual networking events over breakfast or lunch (such events have been discontinued throughout the COVID pandemic)
- Holds responsibility for event programming, recruiting speakers, reserving venue, sending invites, hosting, promotion, and follow-up

Admin & General Program Support

- Manages membership budget
- Maintains member database using Salesforce
- Maintains website membership pages and business directory
- Maintains and tracks Sustaining Member benefits
- Assists local businesses by informing them about free waste audits, energy assessments, Think Local First gift cards, business directories, promotions, etc
- Conducts member satisfaction surveys
- Tracks and reports membership data to the Board of Directors using monthly and quarterly dashboard reports
- Provides referrals to the community and other Sustainable Connections members
- Gathers information for, creates, and sends monthly e-newsletter

Required skills & qualifications:

- Passion for the mission and vision of the organization and excitement to support our programs
- Thrives in figuring out how to streamline processes across multiple technological systems
- Outgoing personality, enjoys initiating conversation & forging new connections
- Professional written & verbal communication skills such as being an active listener, responsive, concise, appropriate use of humor, ability to facilitate a productive group discussion, etc.
- Strong administrative and organizational skills
- Proven competence in assessing priorities, managing a variety of activities in a time-sensitive environment, and meeting deadlines with attention to detail and quality
- Initiative and demonstrated ability to work proactively and independently – self learner
- Ability to excel in an open office environment
- Ability to work well in teams
- Experience with programs such as:
 - Office 365 suite (Microsoft Outlook, Sharepoint, Teams, Word, Excel, etc)
 - Zoom or similar video conferencing program

Bonus points given for experience with:

- Salesforce or similar CRM platform
- Familiarity with businesses in Whatcom, Skagit, San Juan, and/or Island Counties
- Sustainable business practices such as zero waste, energy conservation, and sourcing local
- Wordpress, or similar website editing program
- Mailchimp, or similar email platform
- Project management software such as Asana
- FormAssembly or other data collection forms

Compensation:

This is an introductory (90 day waiting period before becoming a regular employee upon recommendation of supervisor), FLSA non-exempt, part-time (25hrs/week) position to be compensated \$18-21 hourly depending on qualifications and experience. Benefits are pro-rated based on number of hours worked. Benefits for first year, regular, *full-time* employees (working 40hrs/week) include:

- 16 days per year of paid time off
- An additional 6 days of paid time off near year end
- An individual benefit of \$350 per month
- A very flexible work schedule
- Up to a 3% match SIMPLE IRA non-designated retirement plan
- Great office space, fun and supportive coworkers, a welcoming & inclusive environment and the opportunity to help lead a nationally recognized organization

To Apply:

Email a cover letter, resume, and the contact information for three professional references by email to mary@sustainableconnections.org by the application deadline listed above.

Sustainable Connections complies with all federal, state, and local laws which prohibit discrimination in employment. Sustainable Connections is committed to recruiting and retaining a diverse workforce.

Sustainable Connections is an equal opportunity employer that believes it is the responsibility of the company and all its employees to ensure there is no discrimination against any employee or applicant for employment based on race, color, religion, national origin, ancestry, age, sex, marital status, military service, sexual orientation, gender identity, the presence of any sensory, mental, or physical disability, genetic information, or any other protected status.