

Title: Manager, Certification

Classification: Exempt

Salary Range:

Job Location: WBENC Headquarters, Washington D.C.

Reports to: Associate Director, Compliance

Position Description

The Manager of Certification is responsible for supporting all matters related to the certification of women-owned businesses (WBEs) and women-owned small businesses (WOSBs) by the regional partner organizations (RPOs) of the Women's Business Enterprise National Council (WBENC). The Manager of Certification also serves as one of the primary points of contact for the regional partner organizations (RPOs) of the Women's Business Enterprise National Council (WBENC).

Essential Functions

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

1. Supports new initiatives affecting certification both domestically and globally.
2. Assists with implementation of changes/updates to Standards and Procedures including all collateral materials internally and across RPOs as well as implementation of training on new standards and procedures.
3. Maintains familiarity with Federal government certification programs as they relate to certification of women owned businesses.
4. Facilitates Service Agreement Review results for communication to RPO's.
5. Assists with scheduling certification-related training for RPOs Executive Directors/ Presidents, and provides on-going support to start-up and existing RPOs.
6. Supports the process for smooth, secure transition of files between or among RPOs whose territories have changed.
7. Assists with updates and maintenance of the Service Agreement and WBENC Standards and Procedures under the direction of the Associate Director, Compliance.
8. Maintains expertise in WBENCLink and fields support desk calls. Also facilitates sourcing requests by WBENC constituents.
9. Supports Certification Department staff with the allocation process for funding allocations to the RPOs.
10. Facilitates updates to www.wbenc.org and WBENC marketing materials, ensuring they are correct as related to certification.
11. Facilitates updates to the Insights library relative to all certification paks.
12. Provides staff support to the National Certification Committee under the direction of the Associate Director, Compliance.
13. Supports the annual review process of RPOs, in accordance with WBENC Standards & Procedures.
14. Supports strategy for Government Agency outreach for the WBENC WOSB Program.

15. Promotes acceptance of WBENC Certification by other entities, cultivating relationships with appropriate level staff at other certifying entities and maintaining a list of contacts.
16. As requested, attends industry meetings and trade shows, and serves as a liaison to corporate supplier diversity programs and personnel.
17. Demonstrates knowledge of and supports mission and vision, policies and procedures, confidentiality standards and maintains a code of ethical behavior.
18. Assists in planning and execution of programming and events as needed, communicating with constituents to contribute to content and ensure success.
19. Assists the VP, Certification and Program Operations and Associate Director, Compliance with other duties as assigned.

Competencies

1. Customer Service
2. Critical Thinking
3. Problem Solving/Analysis
4. Communication
5. Sound Judgement
6. Organization
7. Adaptability/Flexibility
8. Teamwork

Supervisory Responsibility

This position has no supervisory responsibility.

Work Environment

This job operates from the main workplace. This role routinely uses standard office equipment such as computers, phones and photocopiers. This position is also required to travel at least 4 times annually to national events across the U.S. and assist with a variety of tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This role requires a mixture of sedentary work and actively traveling and assisting with WBENC events. This would require the ability to sit and/or stand for extended periods, walk extensively, and lift up to 50 lbs. The person in this position communicates frequently with all departments within the organization as well as business partners outside of the organization and must be able to reason through problems and communicate accurate information.

Position Type/Expected Hours of Work

This is a full-time position, and hours of work are generally Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. However, hours will vary depending on projects, events and travel.

Travel

This position requires up to 15% travel.

Required Education and Experience

1. Bachelor's Degree in Business, Management or related field
2. 1-3 years' experience in a relevant organization
3. Excellent database management skills
4. Proven ability to successfully manage several projects/initiatives simultaneously

Preferred Education and Experience

1. 1-3 years' experience as a Legal Assistant
2. 2-5 years' experience in a management role

Additional Eligibility Qualifications

The individual selected for this position will join a team dedicated to providing outstanding service to women business owners, corporations, women's business organizations and the general public. Therefore, candidates for this position should possess the following skills and attributes:

1. Proficiency in Microsoft Office Suite and project management software
2. Proven ability to successfully manage several projects/initiatives simultaneously
3. Excellent written and verbal communications skills
4. Proven ability to adapt to changing priorities and respond accordingly

EEO Statement

WBENC is an Equal Opportunity Employer and provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, WBENC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____