



Certification Administrative Clerk

Full-Time Position

Reports to the Certification Director

Works in Livonia, Michigan office

Responsibilities Include:

Certification Processing

The individual will be responsible for supporting the Certification Staff in addition to the specific objectives includes the following.

- Assist with certification department logistics and communicate application requirements with applicants
- Update the WBENC 2.0 Link database as needed
- Maintain daily payment intake reports, which are then filed on WBENC 2.0 Online portal
- Responsible for maintaining the confidentiality of legal records.
- Communicate with applicants regarding missing documents or requirements
- Maintain a call log
- Maintain orientation registrations and follow-ups
- Attend Committee Meetings and take meeting minutes
- Represent Certification as a backup as necessary for Vendor events.
- Maintain an Excel spreadsheet of committee members and national training requirements.
- Explain the website navigation to applicants
- Administrative support for the Certification Team
- Prepare documents for the committee meetings
- An emphasis on details is imperative
- Perform a Phase One review of all incoming applications

Responsibilities

- Answer office phones along with other support staff

- Attend regular staff meetings
- Attend monthly meetings of the certification team
- Attend monthly WBENC certification calls
- Some travel and overnight stay are required in and out of state.
- Occasional extended hours
- Experience managing multiple projects
- There is a possibility that you will have to attend WBENC certification training and meetings out of town
- You will work remotely or on a hybrid basis until further notice
- In addition, other assignments may be assigned

Requirements:

Associate Degree preferred or equivalent skills in business

Desired Skills:

- Excellent organizational and administrative skills
- Business knowledge preferred but applicable experience needed
- Proficient in Microsoft Office applications to include Outlook, Excel and Word, Zoom, Microsoft Teams & PowerPoint preferred.
- Ability to prioritize and multi-task
- Excellent communication and customer service skills
- Professional phone skills
- Ability to work independently and manage time effectively
- Strong work ethic and a team player
- Salesforce knowledge desired *(not required)

Application Process:

Submit resume to Kelly Hill at khill@greatlakeswbc.org. No phone calls will be accepted regarding this job posting.

For additional information please reference the website, www.greatlakeswbc.org