



Date: February 16, 2021

Job Title: **Administrative Specialist**, Zeal Center for Entrepreneurship

Reports To: Executive Director

Vision: To cultivate a dynamic ecosystem for startups and founders to grow.

Mission: We foster a community that supports founders.

Values: **Inclusive** (We welcome all entrepreneurs)
Innovative (We solve problems.)
Collaborative (We work together and with our community.)
Authentic (We are honest, even when it is hard.)
Fun (We don't take ourselves too seriously)

Value Statement: Zeal Center is the certified hub for entrepreneurs and entrepreneurial resources in the Sioux Falls area. We are a collaborative network of subject matter experts working to connect area entrepreneurs with trusted resources needed at every stage of business development. Zeal offers professional service business support through flexible and affordable incubation, co-working and meeting space, programs and services, peer networking and mentorship.

Job Description: This role is critical to the engagement, support, retention and experience of the Sioux Falls entrepreneurial community and its perspective clients, partners and members. Our team needs an energetic, organized, detail-oriented team member who can provide strong internal and external customer service with primary responsibilities focused on office administration, clerical accounting including billings, collections and accounts payable, and program/communication support in an effort to advance the Zeal mission.

Non-exempt, 40 hours per week position with a pay range of \$20 to \$21.60 per hour, paid holidays and a comprehensive benefits package.

PRIMARY DUTIES AND RESPONSIBILITIES:

- 1. Bookkeeping & Billing:** Manage accounts receivable and accounts payable per defined accounting procedures, track and administer tenant billings, create and track invoices, bank deposits, support the annual audit and budgeting processes.
- 2. Reception:** Provide entrepreneurs the positive fuel they need to start their day by acting as the first face and voice for individuals visiting or calling Zeal. Answer phone and greet people entering the Zeal facility with a high customer service and organization focus. Takes pride in the outward appearance of the facility, focusing on common areas.
- 3. Client Support:** Responsible for fostering a world-class client experience. Supports the onboarding of new tenants and members with the Community Manager. Tracks shared services, key distribution, etc. and ensure client data is accurate and current in database and client folders to support accurate billing.



4. **Event & Meeting Coordination:** Manage online meeting room bookings, billing and meeting room setup as needed. Assist in organizing logistics around Zeal programs and events with the Marketing & Program Manager and Executive Director.
5. **Administrative Support:** Support Zeal staff in carrying out their primary responsibilities, including, but not limited to: organizing and scheduling meetings for the Executive Director and Zeal Board of Directors, taking meeting minutes, creating and filing documents, creating internal efficiencies through software and SOP solutions, maintaining office equipment and ordering supplies.
6. **Corporate Governance & Operations:** Responsible for supporting the Executive Director in Zeal board communications and governance. Assists in maintaining appropriate insurance, tax filings, registrations, and licensing for the organization.

OTHER DUTIES: Assumes additional responsibilities as directed by the Executive Director.

QUALIFICATIONS: (Education, Experience, Knowledge, Skills and Abilities Required)

1. Minimum of a two-year degree, required.
2. At least two years' experience in an administrative or receptionist and accounting or operations support position.
3. Strong bookkeeping and QuickBooks experience, required.
4. Experience and competency with productivity applications such as: Word, Excel, PowerPoint, Outlook, Adobe, Slack, Trello, and CRM software.
5. Experience with event and meeting coordination. Building maintenance coordination a plus.
6. Self-motivated and directed, able to handle multiple projects simultaneously; works well under pressure, research options and exercise good judgment.
7. Exhibits passion and compassion surrounding Zeal's mission through excellent interpersonal, written and verbal communication skills.
8. Demonstrates a high degree of accuracy and detail orientation, and shows initiative through independent problem solving.
9. Ability to use discretion in handling matters of a confidential nature.
10. Ability to maintain a professional appearance within a business-casual dress code.

Apply by submitting a cover letter and resume to Brienne Maner at brienne@realzeal.com