



Fully Funded Life

Position Description

Title: Fully Funded Life Coordinator
Job Status: Part Time, Non-exempt
Reports to: Joe Sangl, President

POSITION SUMMARY

Provide support to the IWBIN team in the administration and maintenance of Fully Funded Life, a membership group devoted to achieving its member's financial goals and dreams through courses, challenges, coaching, and community.

KEY RESPONSIBILITIES/TASKS

1. Champions Fully Funded Life membership processes from onboarding through entire customer life cycle including customer touches, sequences, content releases, and the renewal process. Manages these processes by utilizing IWBIN's customer relationship management software.
2. Maintains content and production schedules for all Fully Funded Life related content.
3. Utilizes social media to encourage and empower members to their success.
4. Ensures each member has a good experience with their membership by serving IWBIN customers with excellence.
5. Maintains scheduling of coaching element of Fully Funded Life.
6. Performs other duties as assigned.

EXPERIENCE AND QUALIFICATIONS

High School education or equivalent with some college preferred along with 1-5 years of project management or administrative experience. Position requires exceptionally strong skills with all MS Office software, exceptionally strong written and verbal communication skills, outstanding organizational skills and proven initiative and ability to be self directed. Position requires a servant's heart and strong motivation to be of service to others. Demonstrates adherence to principles of managing their own personal finances.

COMPETENCIES

1. Adaptability – Maintains effectiveness when experiencing change, multiple demands, shifting priorities and ambiguity in work tasks or the work environment. Adjusts effectively to new work structures, processes, requirements, or cultures.
2. Communication Skills – Demonstrates ability to speak, write and present information in a clear, concise and compelling manner that is tailored to a particular audience. Demonstrates strong active listening skills. Able to maintain standard of skills in a variety of settings including those demanding spontaneity.
3. Computer Skills – Demonstrates experience and competence in office productivity tools such as word processing, spreadsheet, database and email. Demonstrates experience in functional software use such as accounting, operations, sales, marketing, distribution or other related business functions.
4. Customer Service – Creates and operates within high standards for quality customer service; regularly speaks with customers, employees and vendors; promptly acts on feedback.
5. Detail Orientation – Demonstrates ability to complete all tasks with great attention to accuracy, regardless of magnitude. Demonstrates process for effectively managing and accomplishing all details necessary to complete a project or assignment.
6. Financial Money Management – Demonstrates knowledge of and adherence to principles that are aligned with IWBNI fundamentals on money management of personal finances.
7. Initiating Action – Takes prompt action to accomplish objectives; achieves goals beyond what is required; is proactive and self-activating. Able to locate and obtain relevant information in a timely manner. Such information can include operational consumer, market research and vendor information.
8. Interpersonal – Strong ability to forge solid working relationships with peers in other divisions. Desire and commitment to establish a partnering and trusting relationship with internal and external people.
9. Order Processing – Demonstrates ability to complete customer order requests in an accurate and timely manner. Demonstrates ability to utilize required manual or computerized order processing system.
10. Organization – Demonstrates ability to arrange own work and develop orderly and functionally efficient work processes for the timely accomplishment of assignments. Is known for preparedness and high standards of effectiveness and efficiency due to personal efforts and dedication to continually improving their work processes and procedures.
11. Teamwork – Encourages participation and collaboration of team to solve issues that will benefit the organization and their customers. Fosters commitment to team projects and values the contributions of team members to the overall team's success. Actively works to mitigate conflicts and resistance within the team.