



Online Business Manager Job Description

Jenny Kassan Consulting (JKC) provides legal advising, consulting, and coaching for mission-driven entrepreneurs. JKC is proud to be a certified B Corporation. At Jenny Kassan Consulting, our mission is to be a leader in the movement to shift investment dollars into best-for-the-world businesses.

JKC fulfills its mission by providing direct services to entrepreneurs and investors, managing educational and coaching programs for entrepreneurs and investors, and collaborating with its sister organizations, Community Ventures, Crowdfund Mainstreet, and Opportunity Main Street.

At JKC we are committed to creating an atmosphere of mutual respect where equal employment opportunities are available to all applicants and team members. We embrace diversity and welcome people who bring different experiences, abilities, and perspectives to our team. We believe the more inclusive we are, the better our work will be.

The primary responsibilities of the Online Business Manager are as follows (additional responsibilities may be assigned as needed):

Client and Member Relations

- Oversee all client/member programs
- Follow established procedures to ensure accurate new client/member onboarding and offboarding
- Update procedures as needed (includes keeping knowledge base updated)
- Maintain accurate client/prospect records in database
- Create content for client/member communications
- Ongoing client/member support and tech troubleshooting
- Respond to client/member requests and address issues as needed
- Focus on client satisfaction and continual improvement of services offered via regular client satisfaction surveys
- Schedule weekly/monthly calls for various programs/groups

Administration and Operations

- Improve, streamline, and document work processes. Includes ongoing review of workflows and daily practices, system development, and maintenance
- Maintain Knowledge Base with up to date procedures and program offerings
- Process reimbursable client expenses in partnership with accounting team
- Process referral partner program commissions and contractor invoices
- Support team members (legal, accounting, marketing, sales, and community engagement) in their duties
- Update website with current blog posts, client logos, and current events
- Update and maintain call scheduling tool
- Troubleshoot and resolve tech issues as needed
- Research, recommend, and implement various applications and software as needed

Marketing

- Coordinate with marketing team on marketing initiatives
- Create content for monthly newsletter in collaboration with team

Event/Meeting Planning

- Coordination of in-person and virtual events
- Coordinate staff retreats (post COVID)

Compliance and Certifications

- Oversee annual certification of B Corp status
- Maintain other certifications

Investor Relations for Community Ventures (affiliated non-profit)

- Assist with annual Force for Good Fund dividend administration
- Ongoing investor communications and support
- Oversee and administer annual donation acknowledgement letters for Community Ventures

Required Qualifications

- Ability to manage and prioritize multiple responsibilities
- Comfortable taking initiative
- Great at creative problem solving
- Comfortable collaborating with team members with varying skill sets and needs for support
- Must have: very comfortable with technology and various platforms and programs including CRMs, G-Suite, MS Word, Drop Box, Zoom, Slack, and WordPress
- Basic knowledge of social media
- Extreme attention to detail
- Exceptional verbal/written communications
- Collaborative
- Diplomatic
- Resourceful
- Proactive

This is a full time salaried 100% remote position, and you must be able to use your own computer/laptop, phone, and Wi-Fi to perform the job. Benefits include generous paid time off and retirement plan. We do not offer health benefits. For more information on JKC, visit www.jennykassan.com

If interested, please send your resume and cover letter as a single attachment to info@jennykassan.com.