



## Job Description

<b>Job Title:</b>	<b>Stakeholder Support Coordinator</b>
<b>Department:</b>	<b>Stakeholder Engagement and Services</b>
<b>Reports To:</b>	<b>Vice President, Stakeholder Engagement and Services</b>
<b>FLSA Status:</b>	<b>Exempt</b>
<b>Salary Range:</b>	<b>\$55,000 - \$60,000</b>
<b>Location:</b>	<b>Orlando, FL</b>

### Basic Purpose:

The **Stakeholder Support Coordinator** is responsible for providing administrative and operational support across key functional areas, including database management, digital communications, grants program administration, stakeholder engagement, and event coordination. This position plays a critical role in ensuring smooth stakeholder interactions, maintaining accurate records, and supporting program initiatives that align with the organization's objectives.

### Essential Responsibilities:

#### 1. Database Management & Reporting

- Maintain and update stakeholder information within the organization's CRM or database system (e.g., Salesforce).
- Ensure data accuracy and integrity by conducting regular audits and updates.
- Generate reports to track stakeholder engagement, grant activity, and program metrics.
- Support process improvements to enhance database usability and efficiency.

#### 2. Digital Communication & Stakeholder Engagement

- Assist in developing and distributing digital communications, including newsletters, announcements, and stakeholder outreach materials.
- Monitor and respond to stakeholder inquiries in a timely and professional manner.
- Maintain mailing lists and ensure effective segmentation for targeted communications.
- Support the development of content for online platforms, ensuring consistency with branding and messaging guidelines.

#### 3. Grants Program Administration

- Support the grants program by processing applications, reviewing submissions, and ensuring compliance with established guidelines.

- Track and monitor grant disbursements, ensuring timely processing and adherence to budget constraints.
- Communicate with grant applicants and recipients to provide guidance on application and reimbursement procedures.
- Assist in preparing grant-related reports for internal and external stakeholders.

#### **4. Stakeholder & Partner Support**

- Serve as a primary point of contact for stakeholders, businesses, and partners seeking assistance with programs and initiatives.
- Coordinate meetings, calls, and presentations to facilitate stakeholder engagement.
- Maintain organized documentation of stakeholder interactions, ensuring follow-ups are conducted as needed.

#### **5. Event Support & Logistics**

- Assist in the planning and execution of stakeholder events, including conferences, trade shows, and networking sessions.
- Manage Cvent event registration processes and coordinate event logistics.
- Support the development of event materials, including promotional items, name badges, and information packets.
- Provide on-site and virtual support during events, ensuring a seamless experience for participants.

#### **Minimum Qualifications:**

- Bachelor's degree in business administration, communications, public relations, or a related field, or equivalent experience.
- 2+ years of experience in administrative coordination, stakeholder engagement, grants administration, or a similar role.
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook).
- Experience with database management and CRM tools (e.g., Salesforce) is preferred.
- Strong organizational and time-management skills, with the ability to prioritize multiple tasks.
- Excellent written and verbal communication skills.
- Ability to work both independently and collaboratively within a team.

#### **Preferred Qualifications:**

- Experience working with grant programs, economic development, or nonprofit organizations.
- Extensive experience with Salesforce CRM;
- Cvent experience, a plus.
- Familiarity with event management platforms (e.g., Cvent) or digital communication tools.
- Knowledge of FormAssembly or similar form-building applications.

#### **To Apply:**

To express interest in, or nominate an individual for, the SelectFlorida Stakeholder Support Coordinator position, please email a resume to [pauline.jacobs@selectflorida.org](mailto:pauline.jacobs@selectflorida.org).

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 filling this position. Duties, responsibilities and activities may change at any time with or without notice.

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