



JOB DESCRIPTION

Senior Account Executive

(30 Hours)

AGENCY SUMMARY:

WC&S is a comprehensive domestic violence program annually serving over 7,500 adult and child survivors of domestic violence & facilitating an intervention program to over 500 people who are abusive. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our Mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values of Safety, Uplifting Others, Compassion, Courage, Equity, Survivor-Centered Advocacy, and Stewardship.

POSITION SUMMARY:

Oversees the STANDING FIRM (SF) program's product and service sales, program implementation, and education delivery function congruent with WC&S policies and procedures.

REPORTS TO: STANDING FIRM Director

RESPONSIBILITIES:

Overall Objectives

- Demonstrates knowledge of Intimate Partner Violence (IPV) including current facts and statistics, workplace impact, the business case for addressing IPV, employer-based prevention/intervention strategies and policies, current research, and community resources.
- Maintains competence in instructor-led and web-based training delivery with a primary emphasis on employer program design and implementation.
- Increases SF annual revenue from product and service sales and maintains SF activity report on sales, marketing outreach, program implementations and contracts issued.
- Represents SF as lead in marketing initiatives designed to introduce SF products and programs to potential employers and national organizations.

Product Sales

- Markets SF products and services in the business community and to third-party partners.
- Engages employer members in purchasing/licensing SF products and services, offering Barb Penner Funds where appropriate.
- Determines employer training and consultation needs.
- Completes and processes SOW and service agreements.
- Prepares and delivers sales proposals for web-based, webinar, and in-person trainings and follows these through to contract completion.

Training & Program Development and Delivery

- Competently and engagingly delivers SF in-person trainings to staff, managers/supervisors, human resources staff, and corporate leaders in their worksites.
- Delivers webinar and e-learning training products to employers as contracted and follows up regarding program performance and contract renewals.
- Maintains expertise to manage delivery of web-based training technology on either STANDING FIRM or member's Learning Management System.
- Schedules, confirms, and delivers instructor-led trainings.
- Works closely with the Program Associate to submit training and member invoices.
- Assists members with development of new or revised policy statement.

Reporting

- Maintains monthly activity log and updates quarterly SF activity reports reflecting all activity related to product sales and service delivery including sales and outreach activities.

Events & Event-Planning

- Collaborates with and supports the Director and Program Assistant in all aspects of the annual Awards Luncheon, CEO Breakfast, and other events as scheduled.

Other

- Meets regularly with the STANDING FIRM Director to review, and prioritize tasks, goal progress, programmatic issues, and to problem-solve issues in STANDING FIRM.
- Maintains strict confidentiality of clients, residents, and location.
- Attends monthly All Staff Meetings and weekly team meetings.
- Completes Pennsylvania Coalition Against Domestic Violence (PCADV) required training within first 6 months and completes annual continuing education requirements and other training as needed for the position.
- Advocates for victims of IPV, using the Justice, Autonomy, Restoration and Safety Model (JARS) and the Sanctuary Model.
- Completes and maintains First Aid/CPR/AED Certification.
- Performs other duties as assigned by the supervisor.

QUALIFICATIONS:

- Bachelor's degree required; Master's degree preferred.
- 3+ years of adult education, program design, and training delivery required.
- 2+ years in business-to-business sales required.
- Ability to establish healthy boundaries, trust, respect, and rapport with a diverse population of clients, colleagues, and members.
- Excellent presentation, written, and interpersonal communication skills in a team environment.
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamics, cultural diversity issues and child abuse and neglect.

- Ability to understand and perform confidentiality and safety procedures.
- Strong command of general technology including but not limited to Microsoft Office Suite is required; familiarity and understanding of information technology, including E-learning technology (Articulate RISE, Storyline), Salesforce, Tableau, and Teams strongly preferred.
- Experience working in organizations with a successful track record in diversity and inclusion cultures preferred.
- Act 33/34 and FBI Fingerprinting Clearances will be required.

SALARY & BENEFITS:

- This position is part time (30 hours), non-exempt, benefit eligible.
- Typical schedule is Monday through Friday, business hours.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

Employee’s Signature

Date

My signature indicates that I have reviewed this job description. I understand that this is not a contract for employment at WC&S.

Women’s Center & Shelter is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination on the basis of race, color, gender identity expression, national origin, age, religion, disability status, sexual orientation/identity, citizenship status, veteran status, marital status or any other protected characteristic. We are committed to providing an inclusive and welcoming environment to all.