

Company: Southern U.S. Trade Association (SUSTA)

Job Title: CostShare Coordinator

Location: 701 Poydras Street, Suite 3845, One Shell Square, New Orleans, LA 70139

Job Type: Full-Time

Company Overview: SUSTA helps small companies in the Southern United States promote value-added U.S. food and agricultural products to foreign markets.

We are a non-profit, and our funding is provided by the USDA's Market Access Program, our Member States, and private companies. Through the Market Access Program, the USDA's Foreign Agricultural Service partners with SUSTA and small businesses to share the costs of overseas marketing and promotional activities that help build commercial export markets for U.S. agricultural products.

Position Overview: SUSTA is seeking a detail-oriented and organized CostShare Coordinator to join our team. The successful candidate will work closely with CostShare companies to support their application and expense claim processes, ensure compliance with requirements, and provide exceptional customer service. This role is crucial in helping SUSTA increase participation in the CostShare program and optimize the utilization of available resources.

Key Responsibilities:

- Collect and follow up on all required additional documentation and information to successfully close out CostShare companies' applications.
- Review brand product packaging and labels for compliance with program guidelines.
- Provide ongoing consultations to CostShare companies, offering guidance and support while keeping detailed notes of each consultation.
- Maintain accurate records of all consultations and interactions in SUSTA's online back-office system.
- Educate companies on reimbursement requirements for eligible marketing and promotional expenses, documenting discussions.
- Review submitted expense claims, assess eligibility, and communicate necessary documentation for reimbursement while maintaining detailed records.
- Focus on supporting SUSTA increase CostShare program participation and utilization through effective communication and support.

Requirements:

- Bachelor's degree in business or a related field, and/or a minimum of three years of experience in expense claims processing and customer service.
- Excellent customer service skills with an ability to communicate effectively with diverse stakeholders.
- Strong organizational and detail-oriented skills to manage multiple tasks efficiently.
- Proficiency in database management, with the ability to gather data, compile information, and prepare reports.
- Strong analytical and problem-solving abilities.
- Proficient in Microsoft Office applications (Word, Excel, PowerPoint).
- Be in-person at SUSTA's headquarters in New Orleans.

Why Join Us? At SUSTA, you will be part of a dedicated team committed to supporting businesses in achieving their goals. SUSTA offers the right candidate a competitive salary and benefits package, including 403(b) savings, health, dental, and life insurance, paid vacation, and paid parking. If you are a proactive, precision-focused professional with a passion for customer service and a desire to contribute to program growth, we encourage you to apply.

SUSTA does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, political beliefs, sexual orientation, or marital/family status. Persons with disabilities, who require alternative means for communication of program information, should contact us. SUSTA is an Equal Opportunity Employer.

Interested candidates should submit resume and cover letter to:

HR@SUSTA.org

OR

SUSTA ATTN: Human Resources 701 Poydras Street Suite 3845 New Orleans, LA 70139

Deadline to apply is October 17, 2025.