

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

Job Title: Client Relationship Coordinator

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

Job Type: Full-Time Office Manager

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, excellent communicator with critical thinking and time management skills, and an ability to build relationships to join our team. The successful candidate will work closely with the Global Events Director to maintain the relationships and increase the effectiveness of SUSTA's Global Events through ongoing liaison work with in-country consultants, sub-contractors, and trade show vendors. This role is the liaison in helping to ensure global Event contracts are conducted.

Key Responsibilities:

- Coordinate Global Event strategy development with SUSTA's in-country consultants and trade show contract vendors.
- Responsible for all projects and trade servicing that the Consultants are responsible for to ensure each are executed and are in line with USDA, FAS compliance requirements, policies, and regulations.
- Work with the Global Events team and dedicated Member State Activity Managers to secure booth contracts and sub-contracts for all SUSTA's Global Events.
- Maintain records of all contracts and changes to contracts and secure an approved amendment to carryout changes.
- Responsible for review and processing through SUSTA's back-office system all trade servicing invoices, travel reimbursements, and third-party invoices submitted by an in-country consultant.
- Responsible for expense tracking, budget analysis, and management to make sure no contract exceeds the approved budget.
- Review of all expenses claimed in the Financial Coordinator monthly report to verify in-country consultant and vendor claims were processed. In addition, review each project total against the funds allocated in the contract.

- Work with the Global Events team to prepare Country Progress Report (CPR) on all international marketing activities that SUSTA's in-country consultants executed.
- Address any questions exporters or foreign buyers may have directly regarding SUSTA's in-country consultants.
- Conference with SUSTA's Global Event Director on any matters that require any direct action to be taken with change requests to a contract.
- Submit Global Event program updates to the Global Events Director.
- Work with the Global Events Director to provide suggestions for training for in-country consultants based on observations throughout the year.
- Close out each contract with a Teams close-out meeting with each in-country consultant and the Global Events Director the outcome of SUSTA key performance indicators (KPI) tied to the strategy.

Requirements:

- Bachelor's degree in business or a related field, and/or a minimum of two years of work experience desired.
- Excellent customer service skills with an ability to communicate effectively with diverse stakeholders.
- Strong organizational and meticulous 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).
- Available to work 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 an initiative-taking, 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 based on race, color, national origin, sex, religion, age, disability, political beliefs, sexual orientation, or marital/family status. People 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