



Job Title: International Trade Assistant
Reports To: WTCLA President and International Trade Manager
Department World Trade Center Los Angeles
FLSA Status: Exempt

Summary:

The primary role of the International Trade Assistant is to provide critical support to the World Trade Center Los Angeles (WTCLA) leadership that further the mission of the organization to support job creation by attracting foreign investment to Los Angeles County. The Assistant will interface with all levels of WTCLA's parent organization the Los Angeles County Economic Development Corporation (LAEDC), the WTCLA Board of Advisors, LAEDC member firms and the larger external business community.

Please Submit a resume and cover letter to Michael.Smith@WTCLA.org

Duties

- Carry out administrative support internally as well as externally to Los Angeles County businesses and international companies. Administrative support can include, but not limited to, maintaining calendars, setting appointments, and interacting with businesses and vendors on behalf of both WTCLA President and International Trade Manager.
- Complete intake and outreach procedures for domestic and international businesses that request information about WTCLA services, providing punctual responses and handing-off to WTCLA leadership when appropriate.
- Research and compile company profiles using WTCLA's database to complete international and domestic business requests.
- Coordinate WTCLA Board of Advisors meetings including serving as a liaison, programming and logistics of meetings as assigned. Provide communication to advisors and their staff to encourage attendance
- Develop the program for Board of Advisors meetings including room logistics, creation of presentation which may include using PowerPoint or Prezi, handouts, nametags, Board packet, and agenda preparation
- Assist in the planning of events from location to vendor and catering acquisition, marketing and guest management
- Create invoices and purchase orders as necessary which may include: sponsorships, table purchases, ticket purchases, or membership-related dues
- Assist with follow-up after FDI client meetings that includes working with WTCLA leadership to strategize about next steps and completing deliverables such as memos, reaching out to potential partners and service providers and building company profile lists
- Track monthly economic development outcome measures using WTCLA's KPI tracking system, create new measurement tools, and provide improvement recommendations
- Maintain accurate file-keeping of WTCLA's monetary transactions
- Support mission trips and delegations to or from foreign countries that includes creating travel arrangements and packages for delegates, scheduling meetings and setting-up event spaces
- Help develop and execute outreach strategies to increase awareness of the services WTCLA offers to support business growth and international trade development which may include the following: conducting



presentations, creating marketing materials (e.g., website, brochures, flyers, letters, emails, etc.) and contributing to social media content aimed at local, national and global business leaders

- Ensure all activities support the WTCLA and LAEDC's mission and goals
- Other duties, responsibilities, and additional event assistance as assigned.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Customer Service - Manages difficult customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Team Work - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The candidate must be authorized to work in the United States

Education/Experience:

Graduate degree in international relations, international development, public policy/administration, business or a related field from an accredited university

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to business correspondence in a professional tone. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form



Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Internet software and customer relationship management systems, website content management systems and social media channels

Compensation:

Starting salary: \$50,000 plus full benefits

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms.