



**Position:**

**Business Coordinator**

**Who we are:**

MarketShare Associates (MSA) is a socially-driven global consulting firm. We provide innovative solutions for the private sector, government and civil society to improve, measure, and communicate the economic and social impacts of their investments. We believe market dynamics have a strong impact on how people live their lives. Our vision is to improve economic systems in order to reduce poverty. We recognize complexity and as such, use a systems approach to design solutions that work within dynamic environments. We work collaboratively with our clients, serving as brokers of creativity to help catalyze systemic change.

We take a bespoke approach to every engagement, developing tailored services for clients across our two practice areas:

- Advisory
- Monitoring, Evaluation and Learning

Since 2009 we have worked with a wide variety of clients and partners in dozens of countries across six continents.

**MSA's VALUES**

**EXCELLENCE**

We believe in what we do – it's why we're here. Our work reflects our passion.

**DISRUPTION**

We're here to do development differently – more empowering, more systemic, with more proof.

**HUMILITY**

We see self-awareness as a prerequisite to learning. We embrace our mistakes as means to improvement.

**HUSTLE**

Good things don't come to those who wait. We drive networking and new business the same way we drive innovation – restlessly.

**COLLABORATION**

We're better together, drawing on each other's viewpoints and experiences to deliver for clients. Working in teams is core to our identity.

**CELEBRATION**

We work hard and life gets hectic – we take time to celebrate and enjoy it. Otherwise, what's the point?

## Our work:

At MSA, our team builds results measurement systems for development programs, social enterprises and impact investors; research power dynamics and their influence on market behaviors; train client staff to think more systemically about the problems they seek to address; pitch MSA's services to new potential clients; write thought pieces; and brainstorm new approaches to old problems. Regardless of task, our focus on disrupting the status quo demands critical engagement. We implement our projects around the world. For more information about what we do, please visit our website: [www.marketshareassociates.com](http://www.marketshareassociates.com).

## Who we want:

We are looking for a driven professional who is looking to accelerate MSA's success to work in our Denver, USA office. In this **part time position**, you will play an instrumental role in ensuring that MSA runs smoothly. Your enthusiasm will support a positive work environment, while your organizational skills will help to ensure that MSA has what it needs to thrive. Your professionalism means you are person that the rest of the team can rely on.

## Required Attributes - the ideal candidate will bring these abilities to the table on day one:

- **Solving problems efficiently** – We are always looking for a better way to do things and welcome new ideas for finding efficiencies, either by eliminating an unnecessary task or improving an existing process.
- **A focus on execution.** You thrive on checking things off your to do list.
- **Being a collaborator** – You bring a positive, solutions focused attitude to work every day. This means that you reflect our values and share your positivity with your colleagues.
- **Being flexible** – Your tasks will change as priorities often shift and there will never be a standard daily to do list - being adaptable is a necessity.
- **Self-motivated, self-managed administrative leader** – everyone in our company is self-managed. We work very closely as a team, so we all have great support, and everyone leads from their areas of expertise. If you want to be told what to do every day, you will not be comfortable in our company.
- **Engaging interpersonal skills** – you are an enthusiastic team builder with great people-sense. you will be comfortable engaging with and building relationships with team members, clients, vendors and other stakeholders.
- **Strong attention to detail** – Are you a good proofreader and enjoy editing documents? You are detail oriented and double and triple check documents and emails before they go out to ensure that there are no errors.
- **Strong capacity to manage yourself** – This means you are able to discern the top priorities from among the various short-term and long-term tasks for MSA and stay focused on those. Others don't need to follow-up with you – you are on top of your tasks and proactively update your colleagues on the status of priorities and flagging areas where input is required.

- **Exceptional organizational skills** – Can you follow every step in a process? Better yet, can you create a process? Are you great at follow up and making sure things get done when they need to? You are highly organizing and can create order out of chaos. Your role on the team is, in part, to ensure that systems are being applied. You are the type of person who puts together an Excel sheet to go to the grocery store!
- **High sense of urgency** – You need to push us, not the other way around.
- **Team player** – You enjoy working in “community”, not alone and proactively reach out to team members when you think you can help.
- **Strong writing and proofreading skills** – You’ll be catching our bad grammar, proofreading our writing, and talking/emailing with our vendors and customers.
- **Discretion in handling and communicating sensitive and confidential information.** MSA values discretion, propriety and fairness. You must exercise good judgement with confidential or privileged information.
- **Most of all you bring a positive, can-do attitude.** MSA’s team members work hard and play hard; we want our colleagues to share in our successes and celebrations.

We don’t need to see your resume / CV yet. Please do not send it. And please do not call. For now, just email us answers to the following questions in an email to [opportunities@marketshareassociates.com](mailto:opportunities@marketshareassociates.com), with the title “Business Coordinator Application”:

- 1) **How is this position a fit for you, and what would you get out of working in the environment described here?**
- 2) **What is your reaction to our values?**
- 3) **How can we support you – what do you need from us to be successful?**
- 4) **What makes you want to get out of bed and come to work day after day?**
- 5) **Why don’t you need a manager?**
- 6) **How do you make your team better?**
- 7) **List the top three things, in order of impact that you would bring to MSA.**

What other helpful info did we forget to ask?

This is a two-way interview. You need to interview us to see if you want to work here and we welcome the conversation. See the Key Tasks below for a truncated list of some specific things that you would focus on.

## Key Tasks

### Recruitment

- Manage the recruitment and hiring process and system for new team members and consultants, from postings, contract development, onboarding, orientation, and the filing and posting of employment paperwork

### Executive Support

- Plan team celebrations
- Support meeting planning & logistics

### Policy Implementation

- Support the implementation and communication of MSA's policies

### Administrative Systems

- Support the implementation and uptake by MSA team members of administrative systems
- Support team members to find more efficient ways to conduct administration related tasks

### General Support

- Support MSA's client work and business development work as needed
- Procure goods and services (e.g., insurance)
- Prepare agendas and execute weekly Team Meetings
- Support in organizing files and the filing process for contracts and expenses
- Conduct occasional errands when needed
- Field and coordinate to address IT-related issues