



POSITION DESCRIPTION

Position: Operations Assistant – Enforcement
Department: Compliance Solutions
Location: Washington, DC
Reports to: Associate General Counsel & Senior Director,
Enforcement

Summary:

BSA | The Software Alliance (www.bsa.org) is the leading advocate for the global software industry before governments and in the international marketplace. Its members are among the world's most innovative companies, creating software solutions that spark the economy and improve modern life.

With headquarters in Washington, DC, and operations in more than 30 countries, BSA pioneers compliance programs that promote legal software use and advocates for public policies that foster technology innovation and drive growth in the digital economy.

The Operations Assistant - Enforcement supports multiple aspects of the end user enforcement programs, reporting directly to the Associate General Counsel & Senior Director, Enforcement. Successful candidates will bring an interest in working with a small team of professionals, accuracy, thoroughness, a commitment to completing responsibilities, and a willingness to contribute to teamwork and new projects as they arise.

Professional Experience and Qualifications:

- Bachelor's Degree and 2-3 years of work experience. Related experience a plus.
- Strong interpersonal and verbal communication skills necessary.
- Demonstrated strong organizational skills, the ability to manage and coordinate several projects simultaneously and attention to detail.
- Must possess the ability to work independently as well as take a proactive role in resolving issues.
- Experienced computer user with a good working knowledge of all generally available business productivity applications, including Microsoft Word, PowerPoint, Excel, and Outlook.
- Fluency in Spanish a plus.

Key Responsibilities:

- Provide support with respect to the intake and handling of leads. Specific duties include, but are not limited to:
 - Receiving and responding to informant correspondence, including telephone calls;
 - Uploading and processing reports received on the BSA web-reporting form or from member referrals;
 - Processing leads for approval by BSA members;
 - Generating and circulating daily lead generation reports;
 - Managing the BSA member case approval process; and
 - Processing informant reward payments.
- Support end user enforcement programs. Specific duties include, but are not limited to:
 - Drafting and mailing educational letters;
 - Reviewing, categorizing and logging correspondence and other documentation from outside counsel;
 - Serving as liaison between outside counsel and BSA members for licensing questions;
 - Processing settlement agreements;
 - Gathering and entering post-settlement payments and compliance documentation;
 - Reviewing and processing invoices; and
 - Liaising with the accounting department to track payments or corresponding paperwork.

About BSA Benefits:

BSA recognizes that benefits play an important role in your selection of an employer. We offer generous benefits including many unique benefits and perks to our employees in locations around the world and encourage everyone to live a healthy, balanced life. Our comprehensive benefits include:

- Generous health, disability and life insurance.
- Exceptional 401k plan employer contributions.
- Year-end office shut down between Christmas and New Year's.
- Three weeks' paid sabbatical every five years.
- Generous paid maternity and bonding leave.
- Health/Fitness and Financial/Tax Advice allowance.
- Professional development, continuing education, including tuition reimbursement, and training.
- Casual dress.

How to Apply:

To apply for this position, please submit your resume and cover letter to careers-americas@bsa.org. Include the position title and location in your Subject Line.

BSA is an Equal Opportunity Employer and values diversity. We embrace and reflect diversity in our staff and seek skilled individuals who are motivated and passionate about the industry, our work and expansive community.

Thank you for your interest in career opportunities at BSA | The Software Alliance!

Posted: March 19, 2020