**Jo Eckert**

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**Summary of Qualifications**

Passionate community builder with 25 years of professional experience in education, government, economic development, and health care. Highly organized administrator with ability to establish rapport quickly among multiple stakeholders. Relationship-driven customer service professional with acute understanding of entrepreneurialism and small business development. Influential resource in the Iowa startup business scene.

**Relevant Experience**

*West Des Moines Business Incubator* Jan 2010 – present

**Assistant Executive Director / Executive Committee Member**

* Supports the growth and continued development of entrepreneurial programs within the city of West Des Moines and state of Iowa
* Represents the Incubator daily at public events, meetings, and conferences
* Establishes rapport and develops networking relationships within the entrepreneurial community throughout the state of Iowa
* Manages and supports business recruitment initiatives to market and lease space at the Incubator
* Develops and utilizes education and workshop partnerships for Incubator training and skill development programs
* Fosters positive relationships by acting as a liaison among city officials and members of the Des Moines-area business community
* Intervenes and resolves client / tenant issues in a timely manner
* Initiates and maintains social media programs to market Incubator programs and clients
* Developed outstanding reputation among those in the startup community in the Des Moines-metro area and statewide
* Instrumental in the growth and graduation of three business clients: Appcore, cloud computing; KCL Engineering, mechanical and electrical engineering; and, Orangetheory Fitness, personal training fitness concept / facility
* Accomplishment of economic outcomes - 70 new jobs to the metropolitan area from graduated businesses. Currently 14 client companies reside in the incubator providing a total of 23 full-time employees, 30 part-time employees, and 34 contract employees for a grand total of 87 employees
* Operates a successful business incubator with a minimal budget of $75,000 annually

*City of West Des Moines, Community and Economic Development Department* Feb 2003 – present

**Administration**

* Collaborates with local, regional and state partners to further growth of businesses in the city
* Leads business retention and expansion efforts via implementation of an Executive Call Program enabling the city to conduct site visits for more than 70 businesses annually
* Builds relationships to expand the development of students and entrepreneurs within the city and state via promotion of STEAM (Science, Technology, Engineering, Arts, Math) and the Iowa Governor’s STEM (Science, Technology, Engineering, Math) Advisory Council programs
* Represents the city locally, regionally and nationally at conventions, trade shows and during business expansion recruitment appointments
* Corresponds with oral and written communication to assist citizens, developers, builders, businesses, real estate agents, consultants and other governmental agencies or officials dealing with development, redevelopment or expansion in the city
* Maintains high standards of quality assurance through representation, facilitation and implementation of city’s Balanced Scorecard and Quality Team initiatives to streamline and improve processes among multiple departments
* Oversees and manages departmental budgets

*Data Transmission Network* Jan 2000 – Feb 2003

**Assistant to the COO**

* Planned and implemented all components of 3-day National Sales Conference with over 400 attendees
* Built and managed process surrounding contract renewals for all corporate accounts, complimentary subscriptions and premium service providers
* Drafted and edited correspondence including preparation of operational and budget overviews

*Des Moines Area Community College (DMACC)* July 1988 – May 1999

**Student Records / Services**

* Supervised staff of 13 people to manage part-time employees in the Student Records and Enrollment Services department for DMACC Ankeny Campus enrolling approximately 10,000 students
* Provided service-centered front door to the Dean of Student’s office of records and services
* Administered support and direction on numerous special projects and duties as assigned
* Assisted department heads operating in Student Records and Enrollment Services, Financial Aid, Credentials and Veterans, Student Activities, Recreation and Wellness and Campus Nurse

**Community Involvement**

Iowa STEAM Innovation Zone – Founding Board Member 2014 - present

Iowa Governor’s STEM Advisory Committee (South Central Region) 2014 - present

John Pappajohn Entrepreneurial Center, Venture School Mentor 2014 - present

FIRST Robotics Super Regionals – Judge 2014 - present

ASCENT, Iowa women-owned businesses organization – Member 2014 - present

American Business Women’s Association (ABWA) – Member 2013 - present

National Association of Women Business Owners (NAWBO) – Member 2013 - present

Valley Junction Event Advisory City Council Subcommittee – Secretary 2008 - present

Secretary for the West Des Moines Plan and Zoning Commission 2003 - 2007

Notary for the State of Iowa 1988 - present

**Education**

*Upper Iowa University* 2014

**Bachelor of Science, Public Administration (3.96 GPA)**

*Drake University*2014

**Women's Entrepreneurial Boot Camp**

*University of Oklahoma*2013

**Economic Development Certificate Program**

*National Business Incubator Association*2012

**Business Incubator Management Certificate**

*National Center for Economic Gardening*2012

**Economic Gardening Certificate**

*Ellsworth Community College*  1985

**Associate of Arts, Medical Secretary**

**Honors and Awards**

Technology Association of Iowa – Women of Innovation Award 2013

West Des Moines Leadership Academy – Graduate 2012

Professional Developers of Iowa – Business Retention & Expansion Award 2012

Warren County Leadership Institute – Graduate 2008

West Des Moines Leadership Development Tier II – Graduate 2007

West Des Moines Leadership Development Tier I – Graduate2006