



# Iowa Center for Economic Success

## Position Description

**Title:** Client Services Coordinator  
**Reports To:** Director of Operations  
**FLSA Status:** Exempt

**Summary:** The Client Services Coordinator is a full-time position that works directly with current and potential clients and partners to ensure they receive the best possible experience with the organization. This position will support all programs that make up The Iowa Center. The position also serves as the first and often primary support link between the organization and clients, and recruits participants for all programming at The Iowa Center.

**Essential Duties:** Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- First point of contact and triage for all potential and current clients
- Ability to coordinate one-on-one trainings + business counseling with new and current clients
- Work closely with the Direct Services team to effectively attain and attract volunteers for all classes and coaching needs
- Recruitment of future clients, through outreach, marketing, workdays at off-site locations throughout the state of Iowa
- Lead, facilitate and teach group workshops online and off-site locations throughout the state of Iowa
- Ability to work with clients and provide services, as necessary
- Inputting client data into Salesforce database
- Other duties as assigned

**Qualifications:** To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

- Undergraduate degree in business, communications, public administration or related field or equivalent combination of education and experience required
- Must have a positive attitude, sense of humor, and the flexibility to adapt
- Proficient with Microsoft Word, and Excel, experience in Salesforce a plus
- Strong writing and communication skills, attentive to details
- Must be able to work the occasional evening and weekend
- Spanish language proficiency a plus
- Must have proven interpersonal relationship skills to maintain effective working relationships with staff, volunteers, and clients
- Ability to provide small group training and facilitation
- Ability to develop/maintain positive relationships with diverse populations
- Ability to work with minimal supervision
- Highly organized and capable of meeting deadlines
- Demonstrated decision-making and leadership skills
- Ability to grasp new ideas quickly

**LANGUAGE SKILLS:**

- Strong oral and written communication skills
- Ability to effectively present information in one-on-one and group discussions

**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

**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.

- Standing – Approximately less than 1/3 of on-the-job time.
- Walking – Approximately less than 1/3 of on-the-job time.
- Sitting – Approximately greater than 2/3 – choose one of on-the-job time.
- Driving – Approximately less than 1/3 of on-the-job time.
- Use of hands to finger, handle or feel – Approximately greater than 2/3 of on-the-job time.
- Reaching with hands and arms – Approximately between 1/3 and 2/3 of on-the-job time.
- Climbing or balancing – Approximately less than 1/3 of on-the-job time.
- Stooping, kneeling, crouching or crawling – Approximately less than 1/3 of on-the-job time.
- Talking or hearing – Approximately greater than 2/3 of on-the-job time.
- Tasting or smelling – Approximately less than 1/3 of on-the-job time.
- Weight lifted/Force exerted – An average of approximately up to 10 pounds, non-continuously.
- Physical demand requirements listed are primarily applied to ability to lift and move paper supply, client files, etc.
- Vision – Close vision (clear vision at 20 inches or less).

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

- Environmental – This position operates in a clerical office setting and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- Noise – Noise is low to moderate, as is typical of an office environment.

**Apply:** To apply for this position please email Katie Hentges ([KHentges@theiowacenter.org](mailto:KHentges@theiowacenter.org)) your cover letter (include salary requirements) and resume.