



Iowa Center for Economic Success

Position Description

Title: Client Services Coordinator
Reports To: Director of Operations
FLSA Status: Exempt
Salary Range: \$40,000 - \$45,000 depending on experience

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. This position will be based in Muscatine, Iowa, and will travel to Des Moines periodically.

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, or related field or equivalent combination of education and experience required
- Must have a positive attitude, sense of humor, and the flexibility to adapt and
- Proficient with Microsoft Word, and Excel, experience in Salesforce a plus
- Strong writing and communication skills, attentive to details, grasp new ideas quickly
- 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

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

To apply for this position please email your resume along with a cover letter to Katie Hentges at KHentges@theiowacenter.org