



# Iowa Center for Economic Success

## Position Description

**Title:** Client Services Coach  
**Reports To:** Program Director of Women's Business Center  
**FLSA Status:** Exempt

**Summary:** The Client Services Coach is a part-time position that works directly with current clients to help expand their knowledge on owning and operating a small business in Iowa. This position will support all programs that make up The Iowa Center and assist in encouraging the clients to attend classes and events that are relevant to their business model. This position has the opportunity to move into a full-time position for the right candidate. Depending on schedule health and retirement benefits could be available.

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

- Complete a 1:1 with assigned clients to acquire the information needed to assemble a plan of action for moving forward.
- Provide professional expertise and guidance as clients apply course material learned at our educational events to their business.
- Personalize coaching and content for each client based on their individual and business needs.
- Communicate effectively and in a timely manner with Client Services Coordinator or Program Managers to share progress updates clients and recommended course of action.
- Other opportunities may arise for you to provide coaching and expertise with Nest participants.
- 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
- Must have dedicated time for this position—at least 20 hours a week with 5-8 of them on location in the office
- Proficient with Microsoft Word, and Excel, experience in Salesforce a plus
- Strong writing and communication skills, attentive to details, grasp new ideas quickly
- Ability to develop/maintain positive relationships with diverse populations

**To apply for this position please email your resume along with a cover letter to Katie Hentges at [KHentges@theiowacenter.org](mailto:KHentges@theiowacenter.org)**