The Iowa Center

Position Description

**Title:** Client Services Coordinator Muscatine

**Reports To:** Director of Business Coaching

**FLSA Status:** Non-Exempt

**Salary Range:** $40,000-$45,000

**About Us:** The Iowa Center for Economic Success is a mission-driven organization dedicated to supporting businesses and entrepreneurs through a range of impactful programs and services. We are committed to fostering economic growth, empowering local businesses and communities, and creating sustainable opportunities for Iowa businesses to thrive.

**Summary:** We are currently seeking a dedicated individual to join our team as a Client Services Coordinator. This person will lead the client intake process in Muscatine and Eastern Iowa, collaborating directly with businesses to assess their needs and facilitate the connection with the appropriate Iowa Center resources. This person will continue as a main point of contact for the client. This role is ideal for someone with strong interpersonal skills, an understanding of business challenges, and excellent organizational skills. **To apply for this position, please email your resume along with a cover letter to Maddie Simmons – msimmons@theiowacenter.org.**

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

* Client Needs Assessment:
	+ Conduct in-depth meeting with business clients to understand their specific background, needs, challenges, and goals.
	+ Utilize effective questioning techniques to gather comprehensive information for tailored support plans.
* Resource Allocation:
	+ Collaborate with internal teams members to match clients with appropriate resources and programs based on the client assessment.
	+ Develop a keen understanding of available services to guide clients toward the most relevant solutions.
* Relationship Building
	+ Cultivate strong relationships with business clients, demonstrating empathy and understanding while maintaining a professional demeanor.
	+ Serve as a continual point of contact for clients, providing ongoing support and assistance.
* Team Collaboration
	+ Work closely with team members to ensure a seamless and holistic approach to client support.
	+ Provide reports and updates to team members to ensure client coordination and service is meeting client needs.
	+ Communicate and collaborate with external parties to ensure proper coordination between resources providers and Iowa Center staff.
	+ Oversee communication and coordination with Direct Services volunteers.
* Continuous Improvement
	+ Implement feedback mechanisms to assess the effectiveness of the intake process and identify areas for improvement.
	+ Stay informed about industry trends and best practices to enhance service delivery and follow up.

**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.

EDUCATION/EXPERIENCE:

* Bachelor’s degree in business or similar experience
* Demonstrated ability in small business operations, including business plan preparation, project management, and marketing
* Proficient or advanced knowledge of federal grant reporting
* Proficient or advanced knowledge of Microsoft Office suite
* Ability to multitask, manage time effectively with great attention to detail and accuracy
* Demonstrated ability to build relationships among partners and volunteers and to relate well with clients
* Demonstrated effective teamwork 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

**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 and filing cabinets.
* Noise – Noise is low to moderate, as is typical of an office environment.

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