



## **Position: Senior Coordinator, Client Services**

### **About Executive Service Corps:**

As Los Angeles' premier provider of high-quality capacity building services for nonprofits, Executive Service Corps of Southern California's (ESC) skilled consultants coach Southern California nonprofits through transformative projects that help them meet the needs of their communities. Our vision is to enrich the quality of life in all communities across Southern California.

ESC's work environment is supportive, collaborative, and exciting, and dedicated to high standards and professional growth. We are committed to creating a thriving work culture that is reflective of the diverse, equitable, inclusive, and anti-racist world in which we want to live. And because our work and the organizations we serve are deeply rooted in values that advance racial equity and social justice, we also aspire to actively reflect and root ourselves in these values throughout ESC.

### **Position Overview:**

The Senior Coordinator, Client Services (SCCS), works closely with the Vice President, Client Services (VPCS), offering a unique opportunity to deeply understand Southern California's nonprofit sector. The SCCS provides high-level support in areas of business development and strategic growth for ESC's Client Services team, which includes six staff from both Programs & Training and Organizational Consulting.

As an integral member of this team, the SCCS assists and monitors the relationships with and between ESC clients and consultants and creates and maintains resources through the strategic use of Salesforce. The SCCS acts as an important communication bridge between all Client Services team members, and carries out day-to-day administration as well as special projects, helps with events and training sessions, and is welcome to attend the many educational activities ESC offers to both its consulting corps and the nonprofit community.

We are committed to creating a diverse, inclusive, and equitable workplace. We encourage applicants from all backgrounds, particularly those from historically marginalized communities, to apply. We believe that diverse perspectives enrich our team and help us better serve our clients and community.

**Reports to:** Vice President, Client Services

**Position:** Permanent, Full-time, Non-Exempt Hourly

**Location:** Remote-first, hybrid (in-person at ESC offices at The California Endowment in Downtown L.A.)

**Compensation:** \$28.85/hour. Generous benefits package including health, dental, life, 403b program, paid holidays including paid time off between Christmas Eve and New Year's, sick and vacation time.

**COVID-19 Vaccination Requirement:** Employees must be fully vaccinated against COVID-19 and up to date on booster(s), as recommended by the CDC, prior to start date.

## Major Responsibilities

### Coordination and Administrative Support

- Proactively support the VPCS and Relationship Managers in all areas; anticipate needs; demonstrate strong commitment to ongoing process improvement.
- Prepare and manage Client Services team meeting agendas; run meetings and track project milestones.
- Assist with volunteer management, including maintaining consultant bios and creating feedback and evaluation processes.
- Prepare client scopes of work, contracts, and meeting agendas.
- Working with Operations, execute on all elements of accounts receivables including invoicing and collections of outstanding client engagement letters.
- Streamline client services processes by creating and updating a Coordinator's Manual, updating email and scope templates, and creating task procedures for Salesforce.
- Keep electronic client files organized and up to date.
- Collaborate with Operations on annual audit.
- Assist with client and consultant communication on all aspects of engagements, including scheduling.
- Manage ESC's Leadership Coaching Process team.
- Perform other duties as assigned.

### Business Development and Client Management

- Conduct regular project check-ins with clients and consultants to ensure delivery of high-quality services and satisfaction.
- Coordinate production of client-facing marketing materials.
- Build and maintain client relationships.
- Demonstrate commitment to the highest customer service.

### Knowledge Management

- Manage Salesforce data for all aspects of consulting engagements.
- Update and maintain Consulting Team Salesforce dashboards as necessary.
- Suggest updates to Salesforce functionality to streamline project management and ensure data accuracy.
- Liaise with Administrator, Salesforce and IT, to customize the Consulting Team's Salesforce functionality as necessary.

### Internal and External Communication

- Respond to client inquiries.
- Support Organizational Consulting team during intake meetings as necessary.
- Manage Organizational Consulting team's evaluation process.
- Initiate and answer calls and emails from consultants and clients on a variety of issues.
- Continually seek improvements and strive to ensure clients, consultants and ESC team are always well-informed and up-to date.

### Preferred Qualifications

- Bachelor's degree or equivalent experience (we value both formal education and the skills gained through diverse experience)
- 4+ years working in an office administrative setting or equivalent experience
- Proficiency in MS Office Suite products, database management, and the internet; knowledge of Salesforce or other data base systems preferred
- Experience volunteering for or working with nonprofit organizations a plus

### Desired Skills

- Excellent interpersonal, verbal, and written communication skills.
- Highly organized, flexible, with superior attention to detail.
- Ability to manage multiple responsibilities and meet deadlines.
- Creative, resourceful, with strong judgment, critical thinking, diplomacy, and confidentiality.
- Confident working independently and collaboratively.
- Strong research skills are a plus.
- Systems thinker with an understanding of interconnected processes

We understand that a successful candidate may not meet every requirement. If you feel that you have the experience and instincts – and willingness to learn – that would make you a fit for this role, please do not hesitate to apply!

**To Apply:** Email your résumé and cover letter to [jobs@escsc.org](mailto:jobs@escsc.org) with the Subject: Sr. Coordinator, Client Services. Any application missing requested documents will not be considered. This position will remain open until the staffing need is met.

ESC is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive staff team and a work environment which treats all employees in an equitable and respectful manner at all times. ESC's aim is for our staff, Board, and volunteers to reflect the diversity of the community we serve.

For more information about ESC and our programs, please visit: <https://escsc.org/>