



Executive Service Corps Job Description

Position: Client Services Coordinator

As Los Angeles' premier provider of high-quality capacity building services for nonprofits, each year, Executive Service Corps of Southern California (ESC) helps more than 125 nonprofit clients work towards their missions through affordable coaching and consulting by trained executive-level volunteers. Our vision is to see successful nonprofits making our community an extraordinary place in which all can thrive.

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 Client Services Coordinator position is an unparalleled opportunity for an early career professional seeking to gain a broad understanding of Southern California's nonprofit sector. The Client Services Coordinator provides support in areas of business development and strategic growth to ESC's Client Services team, which is comprised of a total of six staff from both Programs & Training and Organizational Consulting. As an integral member of this team, the Coordinator assists and monitors the relationships with and between ESC clients and consultants and creates and maintains resources through the strategic use of Salesforce. The Client Services Coordinator 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.

Reports to: Vice President of Organizational Consulting

Position: Permanent, Full-Time, Non-Exempt Hourly

Location: Hybrid with work from home and in-person work at our offices in downtown LA at The California Endowment

Compensation: The range for this position is \$19.00 - \$25.00/hr.

Generous benefits package including health, dental, life, 403b program, paid holidays including paid time off between Christmas Eve and New Year, 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 client services in all areas; anticipate needs; demonstrate strong commitment to ongoing process improvement.
- 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 payments.
- Support VP and Associate Director of Org Consulting when they are in the field by supplying information as needed and managing workload independently.
- Process applications from nonprofits for our two leadership institutes; schedule interviews and communicate with candidates as needed.
- Document the distribution of sponsorship funds for client engagements.
- 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.
- Partner with administrative staff on annual audit.
- Support other areas of ESC with special projects.
- Assist with client and consultant communication on all aspects of engagements, including scheduling.
- Manage ESC's Leadership Coaching Process team.
- Other duties as assigned.

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 Salesforce and IT Administrator to customize the Consulting Team's Salesforce functionality as necessary.

Client management

- Conduct regular project check-ins with clients and consultants to ensure delivery of high-quality services and satisfaction; record resulting data; share feedback as necessary with Organizational Consulting team, share positive client feedback with consultants and, when appropriate, Communications.
- Support Organizational Consulting team during intake meetings as necessary.
- Manage Organizational Consulting team's evaluation process.

Internal and External Communication

- Initiate and answer calls and emails from consultants on a variety of issues.
- Assist with writing bios for new consultants; stay up-to-date with needed bio updates and share with Communications at agreed upon intervals.
- Support Volunteer and Programs Manager with consultant portal updates.
- Partner with other ESC functional areas – Programs and Training, Development and Communications, CEO and Administration.
- 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 relevant experience.
- 2+ years of experience working in an office administrative setting.

- Comfort working remotely and learning new tools; experience with Zoom, Salesforce or other CRM, and Microsoft 365, a strong plus.

Desired Characteristics

- Demonstrated excellent interpersonal, verbal and written communication skills.
- Ability to troubleshoot. You may not know the answers, but you will try your best to find the solution and engage others, as needed.
- Strong systems thinker. You draw connections between what you are doing and its relationship to the activities of the entire team, and make suggestions, decisions or inquiries in anticipation of this.
- Highly organized and flexible, with superior attention to detail
- Ability to juggle multiple responsibilities while meeting deadlines
- Strong judgment and problem-solving skills; creative and resourceful
- Practices diplomacy and commitment to confidentiality
- Affinity for working both independently and collaboratively; can be both a self-starter and team player
- Experience volunteering for or working with nonprofit organizations preferred

To Apply: Please email a **resume and cover letter** to jobs@escsc.org with the Subject line: "Client Services Coordinator." 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://www.escsc.org>.