



## **Job Description: Client Services Coordinator**

**Reports To:** Principal(s), Vice President

**Employee Type:** Full Time

**FLSA Status:** Non-Exempt

**Division:** Sales & Marketing Department

**Experience Level:** Associate

**Summary:** Supports a variety of sales and marketing activities which directly support Business Development Manager and the Sales & Marketing Department to acquire new clients and retain existing.

### **Essential Duties & Responsibilities**

The requirements listed below are representative of the knowledge, skill, and/or ability required to perform this job successfully.

- ) Gathers, organizes, and inputs client and prospect data into CRM. Manages data accuracy and integrity and keeps records current on prospect pipeline status for reporting purposes.
- ) Prepares various deliverables which directly support client acquisition such as Proposals, Agreements, Engagement Letters, Amendments, etc. Prepares and processes all documentation related to client implementation and ensures on-going maintenance.
- ) Assists with the preparation, maintenance, and distribution of marketing collateral, including marketing brochures, marketing fliers, case studies, placemats, etc.
- ) Coordinates client services which reinforce on-going sales and client retention process, including client birthday program.
- ) Performs all calendaring functions and communicates directly with internal team and external clients and prospects. Allocates the Organization's resources (room, technology required) appropriately.
- ) Responds promptly to internal team and external client and prospective client needs and solicits feedback to improve service. Follows up to ensure completion.
- ) Assists with content creation for the Corporate Advertising Program, including press releases and ad creative.
- ) Coordinates and attends commercial real estate industry-related functions and activities, including NAIOP, trade show conventions, etc.
- ) Works with Business Development Manager regarding Sales & Marketing Department projects.
- ) Supports Principal(s) and Vice President
- ) Administrative functions including filing, document processing, etc.
- ) Other duties as assigned.

### **Professional Qualifications**

**Education/Experience:** College degree required. Minimum three years' experience providing administrative support to multiple, or team of, professionals. Two years' experience in the Commercial Real Estate industry with competence in industry terminology and concepts that support the job description. Strong marketing knowledge.

### **Critical Skills & Attributes**

To perform the job successfully, an individual should demonstrate the following competencies.

**Computer Skills:** Baseline proficiency including, but not limited to, Microsoft Office Suite (Word, Excel,



Outlook, PowerPoint), Adobe (Acrobat, InDesign, Photoshop), and other software deemed necessary by the Organization. Tested prior to hire and expected to learn other position-related systems on the job.

**Reasoning:** Ability to comprehend, analyze, and interpret documents. Ability to solve problems involving several options in situations. Requires intermediate analytical and quantitative skills. Makes recommendations supported by appropriate research and analysis.

**Organizational Ability** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives. Communicates changes and progress to supervisor(s); maintains an active awareness of and conformance with productivity standards and required deadlines; follows policies and procedures; demonstrates accuracy and thoroughness.

**Financial Ability:** Requires knowledge of financial terms and principles. Ability to calculate intermediate figures such as percentages, discounts and/or commissions. Conducts basic financial analysis. Ability to abstract a lease.

**Communication** - Ability to comprehend and interpret instructions and correspondence and ask clarifying questions to ensure understanding. Ability to write reports and correspondence. Ability to respond to common inquiries or complaints from prospective and current clients, coworkers and/or supervisor(s). Ability to effectively present information to external groups, internal department, and/or large groups of employees.

**Professionalism** - Reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

**Collaboration** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; puts success of team above own interests; able to build morale and group commitments to goals and objectives.

### **Additional Information**

The work environment and physical demands described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities.

**Work Environment & Physical Demands:** The noise level in the work environment is usually moderate. While performing the duties of this job, the employee is regularly required to sit, use hands or fingers to handle or feel, talk, and hear, and occasionally required to stand, walk, and reach with hands and arms, and lift.

### **Benefits**

Meissner Jacquét values our employees' time and efforts. Our commitment to their success is enhanced by our competitive salary and our extensive benefits package including: paid time off, medical, dental and vision benefits, and future growth opportunities within the company.

### **Qualified applicants apply today!**

To respond to this opportunity, please send resume with salary history to [HR@meissnerjacquet.com](mailto:HR@meissnerjacquet.com). Please be sure to place Client Services Coordinator in the subject line.