



Our **Client Coordinator** will be tasked with duties which may include:

- Managing client relationships: Develop strong relationships with our clients by providing excellent customer service related to our mission statement and their selected services.
- Coordinate delegated projects associated with client management activities and organize ongoing tasks for our clients.
- Monitor our clients feedback and respond to their inquiries in a timely manner.
- Create and maintain client documents, reports, records, and correspondence.
- Monitor client files, their activity and identify opportunities for improvement.
- Resolve pending client issues and queries and if applicable solve the impediment.
- Communicate with clients, vendors, other businesses and any entity or persons that connects with our business.
- Onboard new clients into our CRM software (Client Relationship Management) and database.

Qualifications desired:

- Professional speaking tone and communication skills; strong interpersonal skills
- Be able to problem solve and work independently without continual supervision needed
- Minimum education required - High school diploma or GED; some college preferred
- Typing skills; minimum 45 WPM
- Proficient, Intermediate level is minimum for Microsoft Word, Excel; strong data entry skills
- Proficient in English - speaking, writing and high competency in professional spelling, writing, and reading
- Bilingual in reading AND writing for both English and Spanish, as well as understanding/reading/writing in legal is a plus but not required

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