

Title: Client Services Coordinator
Reports To: IT Solutions Manager
Location: Alexandria, VA
Date of Preparation: December 2018

Position Summary:

The Client Service Coordinator is an essential part of the FDS team and serves as the first point of contact for customers requesting technical support. This person manages the Help Desk schedule in conjunction with the IT Solutions Manager. The Client Services Coordinator ensures that every service request is fulfilled by a qualified technician, in a timely manner. This person is responsible for communicating service information and fulfilling requests so that our team exceeds our client expectations. The Client Services Coordinator also assists with technical and administrative responsibilities as skills and experience allow.

Key Accountabilities and Responsibilities

Client Care

- Welcome clients and visitors to the office, directing to the appropriate staff and services.
- Receive and/or initiate service requests from clients via telephone, email and Web.
- Assign and schedule service requests for daily, weekly and monthly schedule.
- Monitor and update service request status with the client, IT Team and FDS leadership.
- Schedule, maintain and update the Dispatch Portal throughout the workday.
- With the Help Desk Supervisor, ensure proper ticket completion throughout the day.
- Act to ensure tickets are updated by IT staff and service response time meets goals
- Maintain and update the dispatch portal throughout the workday.
- Keep IT team apprised of the daily schedule and any updates/changes to that schedule.
- With the Help Desk Supervisor, identify tickets for service ticket escalation process.
- With the Director of Client Services, serve as a liaison between client and IT staff to deliver positive client experiences.
- Provide updates and receive feedback on ticket status during staff meetings
- Provide service and staff utilization reports
- Maintain client database and prospective client database
- Maintain various internal office schedules and procedures

Qualifications:

- Superior communication and customer service skills
- Strong attention to detail and organizational skills
- Good written and verbal communication skills
- Office Productivity Suite
- Experience with ticketing systems
- Ability to work independently as well as in a team environment

Requirements:

- 2+ years of working experience and BA/BS or equivalent experience and training.
- Satisfactory completion of background check
- Availability during hours of 8:00 a.m. – 5:00 p.m.
- Demonstrated abilities include: motivated, professional, well spoken.
- IT experience is a plus.

The above position description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as as signed by their supervisor or company leadership.