

The University of Texas at San Antonio

Job Description

Job Title: Client Services Coordinator
Code: 19099
Salary Grade: 58
FLSA Status: Exempt
Department/Division: External Relations
Reports To: Executive Director of Advancement Information & Strategic Analytics

Summary

- **Function:** To assist Advancement Information and Strategic Analytics in providing quality customer service
- **Scope:** Responsible for the development and implementation of customer service initiatives to ensure efficiency, effectiveness, quality of service and overall client satisfaction.

Duties

Typical:

1. Work with the Advancement Information & Strategic Analytics team to assist in identifying and implementing solutions to increase efficiency, effectiveness, and overall client satisfaction
2. Assist with developing project timelines, prioritizing tickets, and serving as main point of contact with colleagues and clients
3. Develop and implement methods to collect client feedback
4. Assist with preparing for client meetings including drafting agendas, preparing support materials and reports, and following up on action items and deadlines
5. Assist the web specialist with editing and testing mass emails to alumni and other university constituents
6. Coordinate training for new staff members; develop and maintain training materials, conduct training as needed
7. Performs other duties as assigned

Periodic:

1. N/A

Education

Required	Preferred
Bachelor's degree from an accredited institution or university.	N/A

Other Requirements

Required	Preferred
Strong customer service skills.	Experience assisting with project management or operations within a team or organization
Excellent written and verbal communication skills	
Demonstrated independent decision-making, strong customer service orientation, excellent organizational, time-management and interpersonal skills	
Must possess strong problem solving and critical thinking skills with the ability to be resourceful and proactive	
Ability to work independently and to take appropriate initiative in advancing the goals of the department.	
Intellectual curiosity, commitment to excellence, and dependable professional judgment.	
Criminal Background Check (CBC).	

Experience

Required	Preferred
Two years of experience coordinating efforts to enhance customer service of an organization or a team.	

Equipment

Required	Preferred
Personal computer and standard office equipment.	N/A

Working Conditions

Usual	Special
Normal office conditions.	Evening and weekend hours required.

Supervision

Received	Given
Overall review for efficiency and effectiveness.	

Accuracy

Proficiency in all phases of the duties performed.
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Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
