



Job description

Position Summary: The **Client Service Coordinator** is part of a self-motivated, detail-oriented and professional team which enhances the relationship between our clients and our company.

Responsibilities will focus on exceptional client service while balancing the operational and administrative needs of our company. The ideal candidate possess excellent interpersonal skills, is a professional and courteous individual with superior multitasking and organization skills.

Duties and Responsibilities:

- Answers questions and resolves issues based on phone calls, emails, internet inquiries from members, clients and others while maintaining consistent quality.
- Research and respond to service line questions and requests.
- Provide problem resolution by effectively communicating with other departments, vendors, and the client.
- Assists Account Managers with prospecting efforts, client communication and client service requests.
- Maintain a maintenance schedule of field crews.
- Assist the support team with client requests when needed.
- Prepare proposals for one time and upsell opportunities.
- Performs other duties as assigned.

Knowledge and Skills:

- Knowledge of office equipment including copiers, telephone system, printers and computers.
- Ability to use computer software such as Microsoft Word, Excel, and other software programs.

Education and Work Experience:

- Minimum two (2) years office related work experience.
- A High School Diploma or GED required and an Associates degree or Bachelors degree preferred or;
- Any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

Company Description: Wheat's Landscape Design Center is the central office location of our Landscape Design, Construction and Maintenance service lines. We are a leader in the residential property management industry for over 40 years. Based in Vienna, Virginia, we service the high-end homes of the Northern Virginia, Maryland and DC markets.

Benefits: paid time off, health, dental and vision insurance, 401k and profit sharing,

Job Type: Full-time