

<b>Job Title:</b>	Client Coordinator (Customer Service Representative)		
<b>Department/Group:</b>	R&M Operations	<b>Reporting To:</b>	Supervisor
<b>Job Category:</b>	Non Exempt	<b>Travel Required:</b>	N
<b>Location:</b>	Bohemia, NY	<b>Position Type:</b>	FT
<b>Level/Salary Range:</b>		<b>Benefits:</b>	Y

**ROLE AND RESPONSIBILITIES**

**Role Description:**

- Client Coordinators serve as FrontStreet's (FSFS) customer service representatives. Coordinators spend their time in active communication with both clients and vendors working diligently and efficiently to ensure that all requested services are provided accurately and in a timely fashion.

**Responsibilities:**

- Use the FSFS work order management system to create work orders that accurately reflect the client's requested services. Prioritize the response time of the work order based on the urgency of the request and standard client SLAs.
- Use the FSFS work order management system to identify vendors whose skills align with the client's needs, then dispatch the vendor(s) needed to fulfill the request. Create and submit a vendor work request/purchase order to the vendor that specifies the scope of work and related terms and conditions. Schedule and follow-up with the vendor(s) to ensure on-time arrival. Work with the vendor to ensure that he/she follows the proper client and FSFS protocols and meets the terms and conditions of the work request.
- Proactively monitor all emergency and non-emergency calls for clients.
- Provide timely and comprehensive written and oral updates throughout the job and through job completion.
- Ensure vendors comply with work order and billing requirements.
- Answer inquiries and follow up quickly to resolve issues in a timely manner.
- Follow up with clients to ensure customer satisfaction.
- Proactively identify, research, and resolve client issues using FSFS's work order management system.
- Develop a rapport with the clients and vendors and maintain a positive relationship with open communication.
- Maintain entries in FSFS's work order management system to ensure consistency and accuracy. The system will be kept current with timely and correct information detailing the service(s) performed, conversations, status changes, etc.
- Proactively identify potential issues or service misses. Work to resolve (or escalate) disputes in a timely fashion.
- Proactively seek to obtain and maintain documentation and supporting information required to properly invoice the client – such as sign offs, pictures, approved quotes, IVR compliance, etc. – anything that may be required by the client to support invoicing.
- Work collaboratively across teams to ensure work orders are processed efficiently and correctly.
- Work with billing to ensure that services are billed in a timely manner.
- Other duties as assigned by supervisor, client team manager, director, etc.

**QUALIFICATIONS AND REQUIREMENTS**

- Educational/Experience Requirements
- High school diploma or general education degree (GED) required.
- Minimum of two years of related experience and/or training.

**SKILLS AND QUALIFICATIONS**

- Strong clerical skills, including data entry and document organization.
- Basic computational skills, including the ability to calculate proportions/percentages, discounts, etc.
- Ability to prioritize workload and identify and focus on areas of significant impact.
- Ability to work with a team in a fast-paced environment with limited margin for error.
- Communicate clearly with internal and external clients and vendors, both verbally and in writing.
- Friendly, professional, helpful, and customer-service oriented.
- Comfortable with making and taking phone calls.
- Exhibits an eagerness to learn new tasks and take on additional responsibilities.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals may need to sit or stand as needed. May require walking primarily on a level surface for periodic periods throughout the day. Reaching above shoulder heights, below the waist or lifting as required to file documents or stored materials throughout the work day. Proper lifting techniques required. May include lifting to 25 pounds for files, computer printouts on occasion.

**Work Environment:**

The work is performed in an office setting. The noise level in the work environment is moderate.

I have read and fully understand all FrontStreet Facility Solutions, Inc. requirements for said position. I understand that I must follow the job description and accept responsibilities to maintain this position at FrontStreet Facility Solutions, Inc.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job changes.**