

Service Coordinator / Office Administrator

“Position Description”:

This position will connect current and prospective clients with Centerpoint services, support Centerpoint team members to be evermore effective and efficient, and promote Centerpoint and what we do. The incumbent must believe in Centerpoint’s work and demonstrate our shared values.

Key contributions of this position include:

1. **Coordinate Services:** Liaise with potential and current clients to ensure they understand, access and are satisfied with our services. Inbound and outbound email, text, phone, videoconference, etc. Also provide service to Centerpoint consultants to optimize their efficiency and focus on delivery, and help them be successful and satisfied.
2. **Promote Centerpoint:** Push out information regarding Centerpoint and our services including programs, trainings and events. Group and individual email, CRM (client relationship management), Facebook, LinkedIn and other social media, website, inbound and outbound phone calls, etc.
3. **Brand Centerpoint:** Continually improve the quality and consistency of our presentation style/image (i.e. “look and feel”) in client-facing documents, materials, service and other factors to project our values and high level of professionalism. Draft proposals and other documents from templates and prepare materials for proposals.
4. **Coordinate Projects and Events:** Administer internal and client-related projects (e.g. all non-delivery aspects of *Leadership Development Forums* and similar programs [i.e. LDx], track services, invoices and other information regarding clients and associates).
5. **Administer the office:** Materials and supplies, computers, internet, phones and other technology, office space and equipment, utilities, plants, cleaning, etc.
6. **Prepare Materials:** Edit, print and prepare workbooks, handouts, etc. Develop PowerPoint and other presentation and promotion material
7. **Improve and Maintain Systems and Processes:** Optimize Centerpoint’s workflow, project and client information collection and sharing, etc.
8. **Other:** Remain flexible to accommodate changing priorities. Anticipate and take initiative in supporting the success of Centerpoint and our clients.
9. *Potential for bookkeeping using QuickBooks, invoicing, bill payment, banking, month end and financial reports, etc.*
10. *Potential for service delivery including training, consulting, coaching.*

Technical Skills (Successful candidate will possess or quickly learn these and other skills):

Word, Xcel, PowerPoint, Mac, PC, Cloud-based storage and sharing (Dropbox), Videoconferencing (Zoom), CRM (Copper), Google (Gmail, Drive, Calendar, G-Suite, etc.), WordPress, Sprezie, VOIP phone/fax (RingCentral), etc. *Potential for QuickBooks.*

Competencies:

1. Integrity
2. Customer Orientation
3. Written Communication
4. Informal Communication
5. Communicativeness
6. Organizing & Planning
7. Initiative
8. High Standards
9. Diplomacy
10. Technology Savvy
11. Positive Impact

Additional Information:

The position involves pushing our brand and information about Centerpoint and our services out to current and potential clients (organizations and individuals), helping clients get plugged into the best-fit services at Centerpoint, and following up to ensure they receive excellent service and are satisfied.

Excellent communications by phone, text, document, website, social media and in person are all critical in this position.

Responsibilities also include coordinating workshops, leadership development programs and training/facilitation events.

As the primary office administrator, the position also manages printing, supplies, mail, payments, and other office functions. The position is our primary support for technology (our CRM is Copper, our email and calendar is Google, we use RingCentral for phone and fax, and Zoom for video conferencing, and a 360 degree feedback and reminder program called Sprezie.

The key is that this person will need to believe in what we are doing, have a high level of initiative and work independently, as well as orient towards our team and clients with a high level of professionalism and customer service.

The position may be involved in bookkeeping, including QuickBooks.

Our business is small and growing steadily. We have about 5 consultants and counselors. We have offices in Medford and Ashland. Our clients are mostly in the Rogue Valley, although we are growing with projects in various western states.

The position is between 24 and 40 hours per week, to be negotiated. The salary depends on experience and effectiveness.

This is a new position with a great amount of flexibility and potential for the successful candidate.

At Centerpoint, We Believe:

- Our clients have a desire and capacity to improve themselves and do good in their organization, family and/or community.
- The development of each client (individual or organization) is a complex, unique and vulnerable process. We are honored to be involved and make the contributions of our work.
- With integrity, excellence, and empathy (our values), we provide clients with the confidence and support necessary for significant and lasting change.