



5215 Jolly Cedar Court
Lansing, Michigan 48911
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7clingo.com

Position Title: Client Services Coordinator

Company Name: 7C Lingo

Compensation: \$32,500 - \$35,000 per-hour based on education and previous work experience (with performance pay possibilities, possible health care benefits including medical, dental, vision, a diverse environment with personal time/holidays).

FSLA/Position Type: Exempt (Fulltime)

Reports to: Fathy Shetiah, President & CEO

Created/Revised: April 13, 2020

Position Description: The Client Services Coordinator's role plays a big part in the day to day language assignment and overall operations of the department. A strong focus on customer service is a must for this position. This position serves as the initial point of contact for clients and vendors.

Essential Responsibilities & Duties:

- Scheduling all incoming interpretation and translation jobs.
- Managing incoming emails, following-up with clients/vendors for necessary project information; etc.
- Greeting/Answering Phones—Serving as primary point of contact for all inquiries; following-up with clients/vendors for necessary project information; etc.
- Vendor Recruitment—Researching and initiating contact with potential linguists and conducting basic on-boarding interviews; etc.
- Data Management—Taking thorough notes of all client/vendor communications; entering jobs/project information in online project management system; etc.
- Project coordination—Reviewing and quality-checking project files; communicating specific project information to vendors/clients; etc.
- Assisting with event coordination (when needed)
- Provide social media/marketing content (when needed)
- Enters business cards and contact information into 7C Lingo CRM database
- Provides direction and overall assistance the department as needed
- Performs other duties as assigned.

Education & Professional Experience:

- A 4-year college degree is preferred but will consider equivalent experience in a high-level customer/client service or administrative support role in lieu of degree.
- 3-5 years of long-term experience in a fast-paced, highly reputable office environment, in customer/client services or administrative support role.

Essential Skills Necessary:

- Demonstrate resourcefulness in setting priorities, proposing new ways of creating efficiencies for areas of oversight and organization wide.
- Ability to work under pressure, managing a large workload, meeting deadlines.
- Possess a strong analytical, interpersonal, written and oral communication skills; able to communicate with a broad and diverse audience of all levels.
- Possess a strong working knowledge of the Internet and proficient use of Adobe, Microsoft Outlook, Word, Excel and PowerPoint software.
- Strong strategic thinking and problem-solving skills, ability to forward-thinking.
- Demonstrate capacity for creative planning and implementation.
- Ability to work both independently and in a collaborative team environment.
- Demonstrate a high level of self-direction and strong desire to achieve high-level results.
- Ability to maintain confidentiality of highly sensitive information. Absolute integrity and discretion essential.
- Must have reliable transportation for business travel. Transportation costs are covered through mileage reimbursement (where applicable).

About 7C Lingo:

7C Lingo is a cross-cultural communications company located in Lansing, MI. 7C Lingo provides Language Services, Professional Development & Training's, Cultural & Diversity Development for our private and public sector clients throughout all industries.

Application deadline: (OPEN UNTIL FILLED) EMAIL ONLY please. Information submitted must include: Position Title, Cover Letter, Resume and Three Professional References. *Position may be filled prior to Application Deadline, based on qualified resumes received. Please be assured that all information received is held in the highest confidence!

Please send to: tedi@7clingo.com, Attention: Human Resources

7C Lingo Equal Employment Opportunity (EEO) Statement:

7C Lingo provides Equal Employment Opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender identity, national origin, age, disability, sexual orientation, or veteran status. In addition to federal law requirements, 7C Lingo complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation and/or training.