

JOB POST: External	
Job title:	Client Success Coordinator
Division:	Client Operations, US Based
Reporting to:	Head of Client Operations, US
Contract Type:	Permanent, full-time
Location:	Remote

Overview

At Talking Talent, for over 15 years, we've helped some of the world's biggest brands build inclusive, fair, and opportunity-filled work environments. We are a coaching and talent development company on a mission to inspire more equitable and inclusive work environments where no aspect of any individual's identity gets in their way.

As we continue to expand, we are seeking a highly motivated client success coordinator with experience of project management to help accelerate our growth.

Role summary

As the Client Success Coordinator, you will play a pivotal role in ensuring the seamless functioning of the day-to-day operations related to client delivery and support for a portfolio of clients. You will have accountability for the successful and faultless delivery of programs, be the first point of contact for all coachees, and deliver a prompt, responsive, and seamless end to end user experience,

If you are someone who thrives on details, process efficiency, and execution, we invite you to be a part of our team. This role will report directly to the Head of Client Success and will play a key support role for the Client Success Directors/Managers. The ideal candidate will have proven experience working in fast paced client service environments managing many projects and clients simultaneously.

What you'll be doing

- Partnering with the Client Success Director to develop flawless delivery plans and support the operational aspects of client delivery to ensure client retention and impact
- Identifying & evaluating risks within client portfolio (including errors, feedback, coaching progress, referral dips and peaks, data security related concerns and inappropriate procedures) ensuring business controls are in place to minimize exposure to risk
- When required for the client portfolio, overseeing the resourcing and commercial onboarding from the Employed and Associate resource pool and any ongoing client-related activity that they manage.
- Supporting the creation of client facing materials for regular service review meetings and proposals that evaluate current coaching programs and future portfolio opportunities
- Driving the booking of all coaching programs, partnering with marketing and product to ensure all promotional and feedback materials are up to date and ensuring all programs stay on track and are completed within agreed timescales



- Liaising with client stakeholders regarding logistical elements of delivery (room, technology, schedule, attendance, feedback, etc)
- Acting as the hub of knowledge throughout programs to ensure delivery plans are on target and escalating feedback scores as needed to the Client Success Director and Head of Client Operations
- Managing and processing all new coaching referrals and ensuring all coachee information is up to date and assigned to the correct account in CRM
- Coordinating all feedback and preparing initial draft of feedback reports to be shared with the Client Success Director or Manager
- Ensuring all content and briefing documents for coaching programmes are available to coachees and coaches before session delivery
- Providing producer support on webinars & basic set up & trouble shooting support to coaches as needed
- Ensuring all contract revenue is entered into our CRM accurately and in a timely manner

Must haves for the role:

- Proven experience supporting a portfolio of 20+ clients simultaneously
- Strong analytical and PowerPoint skills
- History of success/goal orientation and ability to persevere when faced with challenges
- Ability to engage others and develop value added relationships
- Ability to thrive while managing multiple stakeholders and projects at one time
- Strong communication and collaboration skills
- A passion for the work we do and a strong interest in DEI industry trends, market dynamics, and customer behavior.

What we can offer:

We offer a range of benefits including:

- Salary range \$45,000 - \$65,000
- Discretionary annual bonus eligibility
- 401k with employee match
- 25 days PTO (FTE) in addition to 8 holidays
- 6 days wellbeing leave (FTE)
- Flexible working
- Employee Assistance Program
- Remote working
- The opportunity to experience and contribute to the success of a fast-growing, PE-backed organization.

How to apply:

To apply for this role, please email careers@talking-talent.com including your resume and a thoughtfully written cover letter demonstrating how you meet our person specification.

Talking Talent is an Equal Opportunity Employer. We provide equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, religion, sex, disability, sexual orientation, age, marital status, maternity & pregnancy and gender reassignment.