



Client Support Coordinator

Center for the Collaborative Classroom is a nonprofit educational organization dedicated to providing continuous professional learning for teachers and curricula that support the academic, ethical, and social development of children. Our materials are used in 4,500 schools and 80,000 classrooms across the country and impact the lives of over 2 million student daily.

We are looking for a Client Support Coordinator to help us expand our impact in schools nationally. Reporting to the Director of Operations, and working within a client support team, this person will ensure our clients receive the quality support they need to make effective use of our program and services. This person handles inbound calls from school districts across the country and works with our national sales organization to process orders and handle customer inquiries.

We are looking for a person with strong client service skills, solid systems capabilities, excellent attention to detail, positive energy, and a desire to learn and to grow with the company.

Responsibilities:

- Respond to daily inquiries such as price quotes, shipment status/discrepancies, returns, back orders, purchasing options, and identifying appropriate material(s) for customer
- Demonstrate comprehensive working knowledge of our programs, services and systems
- Manage all aspects of fulfillment of orders, which includes internal/external coordination
- Complete Vendor application when requested and assist with (RFP) Request For Proposals
- Demonstrate strong administrative skills including frequent incoming/outgoing phone calls and emails, scanning, filing, and maintaining reminder system

Requirements:

- At least two years of experience in customer service
- Professionalism and ability to work cooperatively with staff and clients
- Ability to learn and work with multiple system(s) (Netsuite experience a plus)
- Excellent oral and written communication skills and accurate spelling and grammar
- Intermediate skill level with Microsoft Word and Excel
- Ability to process large volume of orders and inquiries accurately with minimal errors
- Ability to anticipate and respond to needs
- Ability to exercise judgment and function with little supervision
- A Bachelors or Associates Degree a plus

COMPENSATION: Salary DOE; We offer competitive salary and a strong benefits package including medical/dental/vision, 403(b), paid vacation/holidays.

Send resumes with subject line "**Client Support**" to hr@collaborativeclassroom.org. Please visit us at: <https://www.collaborativeclassroom.org>. We are an EEO employer.