



Client Services Coordinator

Beagle Productions, Saskatoon SK

Job Description

Reporting to the Client Services Manager, the Client Services Coordinator is responsible for client satisfaction by ensuring that no detail is missed, no email is unanswered and every point of client contact reflects the Beagle brand. The Client Services Coordinator will be the first point of contact for all client support requests.

Accountabilities:

- Ensure clients feel supported, which includes being quickly updated, having questions promptly answered, and having technical challenges resolved efficiently.
- Keep client setups and maintenance on track, which could include data entry, database management, and coordination with Designers, Developers, and Marketers.
- Develop FAQs, screencasting videos and webinars.
- Become an expert on all Beagle products.
- Maintain project timelines, and assist in planning and managing upcoming projects.
- Be available to support company as needed on a project basis as necessary.

Desired Education and Experience:

- Minimum three years of experience in Customer Support in a full or part time capacity.
- Post secondary education in related field, Business or Information Technology preferred.
- Capability to provide web content support using well formatted HTML and CSS
- Knowledge of software, web development and/or technical support preferred.
- Passion for health, wellness and/or sport industries is considered an asset.

Core Competencies and Skills:

- Exceptional interpersonal skills and an attentive listener, proven to win people over.
- Strong problem solving and analytical skills.
- Willing to do, learn, or ask anything to help our clients reach their goals.
- An upbeat, bright attitude in all circumstances.
- Excellent communication skills, calm, self-aware, well-spoken on the phone, and eloquent in emails.
- Strong attention to detail, always aiming for 100% accuracy.
- Flexible and able to manage a challenging multi-tasked workload with ease.
- Anticipate the needs of clients, colleagues and third-party partners.
- Flexible to work alternate hours such as Tuesday through Saturday, 7:00am to 3:30pm

Key Measures (Performance Indicators):

- Happy, satisfied clients who would recommend Beagle to colleagues.
- Good working relationships internally, having garnered colleagues' respect.
- Known to be self-reliant, autonomously resolving majority of client issues without escalation.

Application:

- Please submit your resume and cover letter to careers@beagleproductions.com