



Job Description: Client Success Associate

Job Title: Client Success Associate

Reports to: Director of Client Success

Location: In-Person

Type: Full-time (4-day work week, 36 hours, Fridays off)

About Us

New Chapter Coaching partners with mission-driven organizations to amplify their impact and drive meaningful change. Our team provides strategic guidance and tailored solutions to help nonprofits thrive, ensuring they are equipped to achieve their missions effectively. We value collaboration, innovation, and a commitment to social good.

Job Overview

The Client Success Associate (CSA) plays a pivotal role in supporting the success and satisfaction of our nonprofit clients. You will work closely our Director of Client Success and other internal team members to ensure our clients receive top-tier service, support, and guidance throughout their engagements with us.

This position is ideal for someone who is passionate about supporting nonprofits and their leaders, energized by building and stewarding client relationships, detail-oriented, and is able to manage multiple projects and timelines.

The ideal candidate is eager to learn, dedicated to professional growth, and excellent with people. They see opportunities instead of obstacles and use a strengths-based approach to nonprofit capacity building. This is being posted as a full-time, in-person position, yet we are open to considering this as a part-time position. (If you prefer or are available only for part-time work, please indicate that in your cover letter.)

Reports To

Director of Client Success

Major Job Duties and Responsibilities

Generally, the key duties and responsibilities of the Client Success Associate are as follows:

- **Client Relationship Management:** Serve as the primary point of contact for assigned clients, building strong relationships and ensuring their needs are met.

- **Onboarding & Training:** Guide new clients through the onboarding process, ensuring they have a clear understanding of the services and solutions available to them.
- **Project Support:** Assist in managing and coordinating client projects, ensuring deliverables are completed on time and meet client expectations.
- **Problem Solving:** Proactively identify potential issues or challenges clients may face and work with internal teams to resolve them swiftly and effectively.
- **Communication:** Keep clients informed on project status, timelines, and deliverables, ensuring open and transparent communication.
- **Client Satisfaction:** Regularly assess client satisfaction and develop action plans to improve or maintain high satisfaction levels.
- **Collaboration:** Work cross-functionally with the capacity-building, marketing, and executive teams to ensure clients receive a seamless experience.
- **Data & Reporting:** Track client interactions and progress in CRM systems, prepare regular reports for internal stakeholders, and gather client feedback for continuous improvement.
- **Program Delivery:** Improve and implement organizational programs for nonprofit clients and leaders; in particular, partner with team members to plan and execute workshop series, cohort-based learnings, trainings, and more for nonprofit leaders
- **Support of Strategic Partners:** Collaborate with Strategic Partners to plan and execute joint initiatives such as the Inclusive Leadership Roundtable and Fundraising Leaders Roundtable
- Other duties as negotiated and/or assigned

Qualifications

- Bachelor's degree
- The ideal candidate will have client services experience, including no less than one year of consistent experience in an office setting in a client services role
- The ideal candidate will have a demonstrated record of successfully managing multiple projects at a time
- The ideal candidate will have experience as a paid employee or regular volunteer of a nonprofit organization.

Required Skills/Abilities

- Passion for working with nonprofit organizations and understanding of their unique challenges and needs
- Strong interpersonal skills, including the ability to get along with diverse kinds of people
- Strong communication skills, including the ability to express themselves well both verbally and in writing
- Attention to detail, including good listening and organizational skills and the ability to generate error-free work
- Prioritization, project management, and organization skills, including the ability to organize and prioritize on a daily basis, as well as manage multiple time-sensitive longer-term projects and their timelines successfully
- Strong problem-solving skills, including the ability to seek help when it's needed and the confidence to make decisions aligned with organizational priorities and values independently
- Strong persistence skills enabling you endure and tackle challenges in the workplace
- Ability to handle client and business information in a confidential manner
- Ability to work independently, as well as to work effectively as part of a team
- Proficiency with technology, including Microsoft Office Word, Excel, and PowerPoint, specialized project management and CRM tools (Trello, Slack, Harvest, Hubspot) and social networking (i.e. Facebook, LinkedIn, Instagram)

The ideal candidate will:

- Possess a positive attitude
- Have a record of a good work ethic
- Be committed to delivering first rate service to the company's clients
- Be eager to learn and dedicated to their own professional growth
- Be willing to consistently support the work of other members of the team

- Be able to support, celebrate, and act upon New Chapter Coaching's [Principles of Community](#)

Why Join Us?

- Make a meaningful impact on the nonprofit sector and the lives of others
- Work on a well-respected team serving the community well
- Work in a healthy, collaborative, and mission-driven workplace environment
- Chart career advancement within an organization
- Grow and learn at a fast pace through on-the-job and formal professional development
- Competitive salary and benefits package. Select benefits include: performance bonuses, healthcare and wellness stipends, retirement match, paid parental leave, workplace flexibility, and more.

Salary: The range for this position is \$46,125 – 53,200 for a four-day work week (36 hrs). Compensation will be commensurate with qualifications, experience, and terms of employment.

Interested Parties Should Apply To: Opportunities@NewChapterCoach.com

Applications shall include the following: cover letter and resume.

Applications submitted without a cover letter will not be considered.

**For more information about New Chapter Coaching:
www.newchaptercoach.com**

*Applications will be considered through Tuesday, October 8, 2024 at 5pm CST.
The position will close when the appropriate candidate is hired.*