

Client Services Coordinator

Feldesman Tucker Leifer Fidell LLP, a boutique litigation and regulatory firm in Washington D.C., seeks a Client Services Coordinator to join its busy Marketing and Training team. Feldesman Tucker is interested in candidates with 4+ years of event planning experience and strong customer service experience. Ideal candidates are great multi-taskers, highly organized, and have incredible attention to detail.

****Please note this position will not be remote once we return to the office****

General Description:

Under the general guidance of the Director of Training & Events, the Client Services Coordinator will be responsible for all aspects of the registration process for the Firm's Training & Education program which produces 100-150 events annually.

Duties and Responsibilities:

Registration Management

- Serve as the primary point of contact for all customer inquiries regarding registration including enrollment, payment, transfers, access to the LMS, password resets, invoicing, purchase orders, access to virtual workshops and webinars, and general inquiries.
- Coordinate all group orders including pricing, registration, invoicing, payment, and follow up, if necessary.
- Manage and track the FTLF Learning inboxes to ensure all customer requests are answered by the appropriate FTLF representative in a timely fashion.
- Review and reconcile all abandoned orders.
- Assist with post-event follow up including responding to customer questions, payment follow up and account reconciliation.
- Coordinate the dedicated training intake process including serving as the point of contact, drafting initial specifications, assisting with scheduling prep meetings, drafting training proposals, scheduling the event, collecting payment, and following up with evaluation.
- Provide accurate and timely data for the weekly enrollment reports and monthly sales reports.
- Coordinate and track all registrant information collected and customized for each event's specific needs including but not limited to: demographics, dietary requirements, allergies, contact details, selected rates, main event and optional add-ons, etc.
- For in-person events, work with staff on assembly of onsite registration materials (badges, name tents, lanyards, printed materials, branded items, etc.).
- Serve as the Department's liaison with accounting and track all account receivables/ account payables on behalf of the Training Department.
- Update registration information and FAQs on the LMS.
- Provide input into the streamlining of the registration process.

General Training and Events Tasks

- Serve as the first point of contact with training clients, creating a positive experience and helping to establish repeat business and long-term relationships.
- Work collaboratively at conferences and trade shows to ensure a positive customer experience, when needed.
- Update user account contact information on the LMS as well as building courses.
- Act as back-up staff for in-house workshops.

General Marketing Activities

- Assist in maintaining, developing and leveraging Firm client/prospect mailing lists.
- Participate in team strategy sessions regarding programming and scheduling.
- Assist in posting events on associations event calendars.
- Other duties as assigned.

Experience/Qualifications:

- Bachelor's degree in Marketing, Business, Hospitality, or a related field required.
- Minimum 4-6 years of event planning experience, preferably in professional services.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint) required.
- Experience with Adobe Suite (Illustrator, PhotoShop, Premiere Pro, and Premiere Rush) preferred.
- Understanding of general accounting principles and processes.
- Possesses a sales mindset, prior sales experience a plus.
- Strong customer service experience.
- Demonstrate effective questioning/listening skills when speaking with customers and third parties.
- Self-starter attitude, with the ability to work independently as well as on a team.
- Strong oral and written communication skills with proven track record interfacing with customers.
- Excellent attention to detail and time management skills.
- Strong ability to build relationships with both internal and external partners.
- Ability to multi-task in a fast-paced environment with shifting priorities and deadlines.
- Exhibits grace under pressure.

Company Description

Located in the heart of downtown Washington, D.C., Feldesman Tucker Leifer Fidell is much more than a law firm: We are a group of professionals with decades of experience in our practice areas committed to providing the highest quality representation and counsel to our clients. Founded in 1970 with the mission of advising federal grantees, the firm remains at the forefront of federal grants law and, over the last 30 years, has expanded its practice to include one of the metropolitan area's leading family law groups.

Regardless of background and practice area, we all share a common commitment to professionalism, excellent service, and dedication to our clients.