



Job Description

Location: Tukwila, WA

Job title: Lead Client Service Coordinator

Reports To: VP, Consumer Field Sales

Type of Position:

Non-Exempt

Salary:

DOE

Posting Period:

N/A

Purpose of Position:

The Lead Client Service Coordinator supports referrals and customer subscriptions within each Wave G partner building, while supporting the efforts of other Account Managers. This is done by developing and managing building relationships, identifying and carrying out opportunities to increase subscription penetration at each property, and providing client service that enhances long-term partner development.

Responsibilities:

- Lead team of 2-5 Client Service Coordinators that promote Wave G & Wave services
- Maintain/expand Wave G relationships with building partners and contacts through personal visits and ongoing communication
- Work with marketing to improve Wave G marketing presence and brand recognition among building partners
- Manage new building on-boarding process to drive subscriptions
- Coordinate CRM reporting for building visits and contacts
- Work with marketing to create direct mail campaigns, sales materials and event needs with maximum relevance for building residents.
- Organize, manage and carry out successful events at partner buildings.
- Participate in community events that target/reach accounts and relevant customer base
- Relay customer and building feedback to marketing and operations teams

Qualifications and Desired Skills:

- Bachelor's degree in business, sales, marketing preferred and 4+ years marketing experience
- Experience in mentoring, coaching or training preferred.
- Basic understanding of property management functions. Working knowledge, existing relationships a plus.
- Excellent written, organizational and oral communication skills.
- Relentless commitment to great customer service, desire to constantly learn and improve.
- Dedication to timely and detailed follow-through.
- A collaborative team player that adds value and possesses personal integrity.
- Proficient in Microsoft Office suite (Excel, Word, PowerPoint, Outlook). Adobe Creative Suite a bonus.
- Proficient at maintaining a CRM or database including generating reports and analysis
- Knack for organizing people, resources, lots of moving parts.
- Ability to adapt to a fluid working environment and processes.

- Interest in helping improve sales and marketing processes.

Diverse Workforce / EEO:

Wave Division Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, and employment / education verification as a condition of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply: Interested candidates may send a cover letter and resume to hrmgr@wavebroadband.com
(please include the job title and location in the subject line of your email)