

Client Services Coordinator

TDG is a consulting firm dedicated to the social profit sector. We believe that social profit organizations can change the world. Our purpose is to help our clients envision change, determine how to make it happen, and put the necessary tools and skills in place for success. We work with leaders who understand that enhancing the alignment between their purpose, their board of directors, and their essential partners will increase their organization's ability to succeed.

TDG provides services to support our clients in three interrelated areas of the social profit sector:

- Board Governance & Planning
- Philanthropy and Campaigns
- Search and Leadership Development

Our purpose is to amplify positive change in the world by:

- Always learning
- Be compassionate
- Make it exceptional

You can find more about the firm at <https://thediscoverygroup.ca>

Overview of the Position

We invite expressions of interest for a Client Services Coordinator to deliver exceptional strategic and administrative support to our TDG leadership, consultants, and clients.

The Client Services Coordinator plays a key role in assisting consultants with projects and client relationships. Reporting to the Vice President, Philanthropy, the Coordinator supports the team of consultants to deliver successful results in our Philanthropy and Governance teams.

In addition to being organized and energetic, the successful candidate will be both internal and external service-focused, solution-oriented, and highly detail-oriented. They will be proactive, curious, and thoughtful. This is a highly collaborative role in a small and integrated team.

Specific tasks will include:

- Providing exceptional service to, and maintaining excellent relations with, TDG consultants, and current and past TDG clients.
- Maintaining knowledge of TDG service lines.
- Participating in service design by working across TDG and being an active contributor at team meetings, planning sessions, and brainstorming.
- Scheduling client projects, fulfilling critical paths and maintaining accountability.
- Managing project timelines within Smartsheet and other tools.
- Organizing meeting logistics, preparing agendas, taking minutes, and thinking through action items.
- Assisting with proposal drafting and templating documents.
- Preparing client presentations and graphic representation of data.
- Developing questionnaires.
- Ensuring data integrity in our CRM
- Coordinating admin activities for the VP.

Ideal experience & competencies

- Ability to work both independently and as part of the TDG team, reflecting a commitment to TDG's values.
- A demonstrated commitment to the social profit sector.
- An outstanding capacity to manage multiple projects, priorities, timelines, and relationships.
- Strong attention to detail, listening skills, and a high degree of accuracy are important, as is the ability to be organized and manage multiple tasks with competing priorities.
- Excellent verbal and written English communication skills; sound knowledge of grammar and the ability to compose clear and concise correspondence, notes and briefings.
- The ability to quickly and effectively analyze and synthesize information, to draw parallels and conclusions, and to suggest potential solutions.
- Awareness and sensitivity to cultural uniqueness and norms, and a commitment to the principles of IDEA.
- An exceptional work ethic, consistency, dependability, honesty.
- Strict adherence to maintain confidentiality, discretion and integrity.
- Client-focused, and a desire to provide high-quality service and exceed expectations.
- Openness and flexibility in thinking, attitude, and style.
- Proficient in Office 365, Teams, Smartsheet, Survey Monkey, and PowerPoint.

Additional background and context

We work with the Mac OS and Office 365 (Microsoft Word, Excel, and PowerPoint). We also use document sharing, website, or work-flow apps (e.g.; Teams, SharePoint, OneDrive, Acrobat, Smartsheet etc.)

Our offices are in Lower Lonsdale, North Vancouver, easily accessed by transit. Given the highly collaborative nature of the role, the Coordinator will be predominantly office-based (~80%). This is a primary full-time position that requires occasional but predictable flexibility in schedule, which may include meetings and phone calls outside of normal business hours.

We work in a trusting and collegial manner, and it's crucial that all staff are kind and have a sense of humour.

Application Process & Contact Info

We have a compensation budget in the \$55,000-70,000 range, plus benefits that include extended medical & dental coverage, a healthcare spending account, and holidays.

TDG champions a diverse and inclusive sector, so we encourage applicants from diverse backgrounds, underrepresented groups, and different learning styles and abilities.

If you're interested and would like to apply, or would like more information please contact:

Christoph Clodius, Vice President

christoph@thediscoverygroup.ca

Application packages should consist of a cover letter and CV, together in one PDF document, please. All submissions should be received by August 16, 2024. If you'd like to learn more, enquiries before applications are also welcome.