

Job Title	<i>Coordinator, Customer Service</i>
Reports To	<i>Manager, Customer Service</i>

Job Purpose

The Coordinator, Customer Service is responsible for organizational and administrative tasks that support for the Customer Service functions of the organization. The Coordinator, Customer Service is responsible for providing day-to-day customer service communication via e-mail, phone, social media, and chat/messaging platforms for all CEM business operations, owned and produced events. This role supports and provides valuable and effective customer service for all the Company's events and constituents including participants, event staff, volunteers, contractors, vendors, sponsors, charities, international tour partners, exhibitors, and clients.

This role is designed for a person with experience and interest in customer engagement and communications.

This role is expected to bring new ideas to help foster and create unforgettable experiences for all customer service initiatives and identify ways to enhance the overall experience of the events managed or produced by the Company.

This position reports to the Manager, Customer Service and may be assigned projects and tasks from the Communications and Customer Service management team.

Full-Time ☒

Non-Exempt ☒

While this role is designated as full-time, we're open to considering candidates who may be an excellent match for a part-time arrangement.

Duties and Responsibilities

Responsibilities

- Partner with the team to meet and exceed customer's service expectations
- Work with Manager, Customer Service on providing day-to-day support for responding to participants via email, phone, etc.
- Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly
- Thoroughly and efficiently gather customer information, access, and fulfill customer needs, educate the customer where applicable to prevent the need for future contacts with the office and document interactions through contact tracking
- Work with direct supervisor and appropriate team members to identify and provide innovation to team with a Service-First mindset

- Support the development of daily and weekly reports by capturing data and analytics that could help identify trends and lead to future data driven recommendations for improving productivity, efficiencies, and opportunities, i.e., customer engagement, retention, marketing, sales, and sponsorship
- Support the communications team by proofreading communications and providing customer centered feedback and copy writing support, as needed
- Provide support to the Manager, Elite Athlete Program & Participant Programs with Pace Team management by providing registration instructions and link to pace team leaders, approving applications, ensuring registrations are complete and assisting with product fulfillment
- Work with the Manager, Elite Athlete Program & Participant Programs to support Participant Programs for the Shamrock Shuffle, Chicago 13.1, and Chicago Marathon.
- Provide support to the Director, Event Registration & Results Management with guaranteed entry management by providing registration instructions and entry codes to guaranteed entry recipients, approving applications, ensuring registrations are complete
- Provide administrative support to the Director, Event Registration & Results Management with packet preparation and assembly process for all events
- Provide support to the Manager, Event Partner Relations with administrative support of charity registration programs during peak busy times of the year
- Staff pre-, during and post event executions and activities
- Support the registration team by assisting with event mailing and packet preparation projects
- Other duties as assigned

Event Week Management

- Provide day to day management of event related on-site event customer service as directed by Manager, Customer Service
- Keep accurate records that document and track customer service actions and issue resolutions during an event
- Responsible for escalating issues to Manager, Customer Service timely as matters arise
- Track and fulfill participants' material (medals, apparel, books, posters) and informational requests
- Assist with Customer Service support at expo, packet pick-up facilities, onsite registration, as applicable
- Assist with event related participant services as directed by Manager, Customer Service

Qualifications/ Requirements

- Excellent analytical skills with strong attention to detail
- Ability to work well with a diverse group of staff and volunteers
- Strong customer service skills with high attention to detail
- Strong planning, organizational, and follow up skills
- Strong problem solving and decision-making skills
- Communicate effectively with participants, peers, and management
- Ability to present new ideas and improvements
- Dependable/adaptable and flexible
- Ability to multi-task and excel in a fast-paced environment
- Demonstrated competency with Excel, Google Sheets, PowerPoint, Access & Outlook

Education/Experience

- Bachelor's degree in communications, business, or equivalent work experience
- 1-3 years of customer service experience in either a call center environment or a dedicated customer service department
- Experienced professional managing related communications such as newsletters, campaigns, etc.
- Embraces change and acts on suggestions to improve processes and service levels
- Maintains a strong customer service ethic, by demonstrating a positive approach toward the customers' needs
- Must be a strong team player and enjoy supporting others to "get things done"

Working Conditions/Physical Requirements

- Moderate walking, standing, prolonged sitting, bending, kneeling, and reaching.
- Work is performed Hybrid, primarily in main office setting
- The employee must occasionally lift and/or move up to 25 pounds
- Typically, 40 hours/week distributed Monday – Friday
- Around events, anticipated hours to exceed 40+, with weekend work expectations
- Position is Full-Time, Non-Exempt Hourly, with benefits (health, dental, paid time off)
- Ability to travel as required.

EEOC

Chicago Event Management is deeply committed to equity and building a diverse team that reflects the communities it serves. We believe social change happens when people with a wide range of backgrounds, experiences, and identities come together with a common purpose. We encourage candidates from all backgrounds to apply, but especially those with lived experience in or proximity to the Chicago communities where CEM operates.

CEM is committed to the inclusion of all qualified individuals in the hiring process, including but not limited to those with disabilities. If you require reasonable accommodation(s) to participate in the application or interview process, please contact our Human Resources department at resume@cemevent.com.

Approved by: <i>Signature & Title</i>	
Date approved:	
Employee Acknowledgement:	