



## **JOB DESCRIPTION**

### **Customer Service and Administrative Coordinator**

#### **Brief description**

12 Weeks to Wellness, the sister company of Curtis Health, is currently looking to hire a customer service and administrative coordinator. The purpose of the Administrative and Customer Service Coordinator is to ensure 12 Weeks to Wellness is delivering impeccable service to our clients through our day to day administration. This role is responsible for addressing customer service issues that are reported through phone and email and following up with lead coaches, overseeing the consistent data stream from our online portal to the individual reports kept on Google Drive, and ensuring all client information is being reported accurately and in a timely manner.

#### **Tasks**

- Respond to client issues, problems, complaints and work with service provider team leads to resolve in a timely, professional and satisfactory manner;
- Act as a Liaison between the client organization and service / program team Lead; Addressing customer care and complaint issues;
- Day to day communications liaise between leadership group and coaching team lead;
- Ensure client intake and outcome reporting and planning is accurate and on time.
- Establish data input summary tables and outcome reports and schedules for client work are accurate and complete on time;
- Assist in client mail outs and communications;
- Maintain proper function and working order of online platform. Input information on the 12 Weeks Website as required;
- Address and complete annual governance guidelines such as privacy, WorkSafe, accreditations and insurance;
- Response to client needs across Canada and placement of service providers to meet the client needs (Coaches, Dietitians, Presenters / workshop facilitators);
- Create and input client coach and service request intakes on a daily basis from client phone request, e-mail and client portal;
- Coordinate new intake to distribute to 12 Weeks provider (Coach, Presenter, event facilitator) that best matches the client's needs and service requirement;
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### **Qualifications and requirements**

- Bachelor's degree or an associate's degree;
- Minimum of 5 years with varied administrative, customer services and program coordinating duties;
- Fluent in spoken and written French an asset
- Ability to answer incoming client calls during business hours from a quiet and professional working environment
- Ability to give full attention to what other people are saying, to use logic and reason to identify the strengths and weaknesses of alternative solutions,
- Be able to organize and deliver projects on time and accurately

### **Competencies (in order of importance)**

- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations;
- Attention to Detail — Job requires being careful about detail and thorough in completing work tasks;
- Leadership — Job requires a willingness to lead, take charge, and offer opinions and direction;
- Initiative — Job requires a willingness to take on responsibilities and challenges;
- Proficient in Microsoft Office, various data input processes; website administration, intake procedures; reporting structure and outcome data management ;
- Strong working knowledge with all Microsoft and Google office apps
- Strong organizational and administrative skills
- Commitment to serving customers at the highest level
- Solution oriented

### **Lines of communication**

- The service administrator and account service coordinator will report to and work directly with the 12 Weeks Bookkeeper and Operations Manager;
- Receive information from bookkeeper / administrator and coach reports to convert to customer and team reports
- Will liaise with Coach team Lead to respond to customer needs and deliver exceptional customer service to our clients.

### **Working conditions**

- 20 hours per week;
- Working in corporate office intermittent with home office;

- Specified hours / shifts to be determined but flexible.