



Mission

*Creating strong communities by partnering with nonprofits, government, and businesses for more impactful, successful organizations and programs.*

**Job Posting – July 2021**

**Client Services and Operations Specialist**

An exempt full-time position, the Client Services and Operations Specialist is responsible for assigned client services and internal operations coordination and support. On behalf of the client(s), this position works with other team members to ensure high quality programs and services. Provides excellent customer service in daily interactions with client members and other constituents. Coordinates operational functions as assigned.

**Overall responsibilities include:**

- Develop and maintain collaborative relationships with clients, client members, vendors, management, and peers
- Maintains professional and technical knowledge of Align's services
- Maintains professional and technical knowledge of client's programs and services.
- Provides coordination and support on assigned client projects.
- Provides coordination and support on assigned operational functions.
- Maintains client confidence in Align and protects client/customer operations by keeping information confidential.

This position will be assigned to assist an Align Vice President or Program Manager (leadership) with one or more of Align's program management clients. In general, program management clients are contracts where Align is responsible for the day-to-day operations of a program or a full organization. Examples include the Wyoming Economic Development Association, the Wyoming Telecom Association, and other contracts with similar needs and commitments.

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### **Contract Based Client Services Responsibilities may include based on assigned client:**

- Based on the contract and any strategic and operational plans of the organization or program, assist the Vice President or Program Manager (leadership) in coordinating, tracking and completing goals. Schedule and attend board, taskforce, committee or other meetings as required.
- Work with the leadership member to create and implement a recruitment and retention plan, including identifying prospects and implementing strategies to recruit and retain members.
- Manage any contact databases for the client.
- In coordination with leadership, create and put out relevant electronic newsletters and notices for the clients.
- Assist leadership in coordinating client social media and any marketing campaigns.
- Implement an onboarding process for new members, including producing welcome letters and information.
- Manage the member renewal process, including producing membership letters and conducting follow-up as needed.
- Manage member benefits, including communication with partner companies. Identify and vet potential new benefit partners.
- Coordinate logistics for educational and networking functions and programs, including annual conferences, legislative events (in coordination with leadership and lobbyists) membership meetings, scholarship programs, electronic education sessions, mentoring programs and other relevant programs. This may include but is not limited to:
  - Event registrations
  - Coordinating with vendors and facilities
  - Coordinating contracts for facilities, hotels and food
  - Coordinating marketing including social media
  - Working with the client and leadership to set up agendas and work with speakers
  - Create a task timeline and track progress
  - Working with leadership on committee meetings
  - Work with leadership and committees on recruiting potential sponsors and vendors and ensuring their recognition at the event.
- In coordination with leadership, work with national and regional partners.
- Maintain or work with contractors to maintain client websites and keep information up to date and relevant. Post jobs on job boards and in newsletters.
- Attend board meetings to take minutes and provide minutes in a timely fashion. Identify any action items and track monthly.
- Research potential funding options for clients and work with leadership to create funding proposals.
- Maintain and update any relevant policy or procedure manuals or documents for clients.

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## **Internal Operations Responsibilities**

- Client Services Specialist may be assigned internal Align tasks which may include:
  - Scheduling and coordination of events
  - Tracking of materials and databases
  - Updating and tracking of processes and procedures
  - Other tasks as assigned.

## **Organizational and External Relationships:**

This position reports to a member of the leadership team and may receive direction from any member of the leadership team. No supervision of other employees. Interfaces daily with management and employees. Supports corporate values by demonstrating high regard for clients, the communities we serve and the internal team. Represents the corporation in the community and promotes the corporation's goodwill interest in community activities.

## **Position Qualifications:**

- Bachelor's degree preferred.
- Excellent interpersonal, analytical and communication skills.
- Excellent skills in written composition
- The ability to contribute to and work within a team environment.
- Advanced computer usage/skills
- Strong organizational skills and ability to manage multiple project at a time
- Ability to travel within and outside of the state

## **Material and Equipment Directly Used:**

Automobile, telephone, personal computer, computer printer, variety of software packages, and word processing programs.

## **Physical Demands:**

An open office environment with comfortable surroundings. While performing the duties of this job, employees are regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate standard office equipment, and reach with hands and arms. Employees are frequently required to stand and walk and lift up to ten pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must have a valid driver's license and ability to travel.

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**About the Position:**

- Full-Time Exempt, located in Cheyenne, WY
- Salary range starts at \$40,000 annually
- Comprehensive benefit package, including:
  - Health, dental and vision insurance
  - Flexible spending account
  - Life and long-term disability insurance
  - 501(k) Plan
  - Paid vacation, sick and personal time; paid holidays
  - Education assistance plan

**Position is open until filled. Please submit cover letter and resume to:**

The Align Team

Attn: Human Resources

822 West 23<sup>rd</sup> Street, Unit A

Cheyenne, WY 82001

Or email [hr@TheAlignTeam.org](mailto:hr@TheAlignTeam.org)

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