

## Client Services Administrator

### Description

We're seeking a detail-oriented Client Services Administrator to join our team! This position will support our Client Services teams by performing administrative tasks such as new account set-up, answering user questions via email and phone, etc. They help facilitate smooth service for charitable giving.

### Duties & Responsibilities:

- Under the supervision of the senior team lead assists with or complete department administrative work including data entry and email replies,
- Provide general administrative support for the organization as needed. Complete daily and other deadlines in a timely manner to deliver internal customer service excellence.
- Under supervision of the senior team lead scans, indexes, and uploads documents and statements within the imaging system
- Handles incoming and outgoing mail including high volume check processing and bulk mail pre-sort protocol.
- Maintain office supplies, mail equipment, breakroom, and general office administration maintenance
- Work on projects for mailings including donor statements, charity checks and other email or postal mail outreach

### Knowledge, Skills & Abilities

- Associates degree required
- Basic to intermediate computer skills for use of Outlook, GuideStar premium and proprietary software for document processing
- Effective basic business writing skills for routine email requests for information
- Desire to learn
- Internal and external customer service and team orientation