

COORDINATOR

We're a growing New York City based Language Company located in Times Square looking for an enthusiastic and energetic Customer Success Associate who enjoys nurturing and growing client relationships. You are responsible for building strong client relationships and supporting full coordination of client requests with our government and private contracts. This is a key position in the company that will liaise between internal and external clients. Candidates must be organized, solution oriented, energetic, effective communicators, team oriented, and thrive in a fast-paced environment.

DUTIES AND RESPONSIBILITIES:

- Deliver client requests within agreed timescales, service level agreements, and within agreed margins
- Coordinate interpretation assignment requests with qualified interpreters
- Respond to any issues that arise for both clients and interpreters
- Establish and maintain a strong communication with clients and interpreters
- Act as an interpreter liaison for payroll disputes and case problem resolution
- Prepare quotes for client approval
- Work alongside Recruitment and Accounting Departments to fulfill coordination of client requests

REQUIREMENTS:

- Associates or Bachelor's degree is required
- Quick Learner- someone who is comfortable with technology and can pick up new processes quickly
- Problem Solver- with exceptional attention to detail and strong critical thinking skills
- Excellent Customer Service/Support- respond with solution oriented approach to all client requests
- Organized- ability to work through systematic without losing drive or focus and multi-task

- Excellent interpersonal skills- demonstrate a high level of customer service
- Team Player- collaboration amongst all departments and share best practices
- Fantastic Communicator- both written, verbal and over the phone
- Strong work ethic- self-motivated and positive attitude
- Time Management- ability to meet deadlines
- Systems Proficiency- ability to use MS Office and type 40+ words per minute
- Fast paced environment- comfortable to work under pressure with aggressive deadlines
- Bilingual/ Multilingual is a plus