

# PSMJ | Resources, Inc. ®

## Consulting Client Services Coordinator

PSMJ Resources is the worldwide leader in business information, training, and consulting for the architecture, engineering, and construction industry. We are looking for an enthusiastic professional with a passion for details who is ready to join a dynamic and entrepreneurial team.

In this full-time entry-level position at our Newton, Massachusetts headquarters (hybrid schedule with 3 days in-office per week), the Consulting Client Services Coordinator is a key member of our nimble and fast-moving in-house education team who provides critical support to our clients throughout the consulting process and ensures an exceptional client experience.

In this role, the successful applicant will pro-actively:

- Assume ownership of engagements as assigned, working directly with the client and consultants to ensure all engagement details are executed effectively and meet client objectives and PSMJ standards.
- Manage all client facing communication serving as the main point of contact from contract turnover to engagement close out.
- Coordinate all pre-engagement logistics including scheduling of deliverable due dates, sending key reminders to clients for outstanding items, scheduling and management of consultant and client prep calls.
- Enter all relevant engagement details and updates into Salesforce.
- Total ownership and meticulous maintenance of the consulting engagement calendar.
- Internal processing of client payments and consulting invoicing.
- Serve as program producer on virtual events including delivering welcome and closing remarks, polling/Q&A management as well as serving as general point of contact for questions and technical support.
- Provide support to education and in-house events teams when needed including creation of custom program workbooks, supply shipping, program evaluations and submittal of programs for continuing education credit approval.

Due to the client facing nature of this role and the fast-paced culture that we thrive in at PSMJ, this role is the perfect fit for someone who is extremely detail-oriented with a bias for doing.

The ideal candidate brings:

- 2+ years of professional experience
- Excellent project management, organization, and time management skills
- The ability to thrive in a highly collaborative, fast-paced, team-oriented environment
- Extremely customer service oriented with a client first attitude
- Enthusiasm for the details and the ability to balance competing priorities
- Ability to take ownership of assignments and associated follow up work and take pride in successful outcomes.
- Strong communication skills (including being comfortable speaking to online audiences)
- Experience with Salesforce, PowerPoint, Zoom, Microsoft Teams and SurveyMonkey a plus

Local candidates only please.

PSMJ Resources provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Learn more about us a [www.psmj.com](http://www.psmj.com).