



### **Support Coordinators's Mission**

The Support Coordinator's mission is to provide daily support to clients, allowing them to live a more streamlined, less stressful and more productive life, and the Fini Concierge team, by maintaining a well orchestrated office.

### **Responsibilities**

- **Client Support:** Support to clients, including but not limited to:
  - Running daily errands
  - Researching and booking travel
  - Identifying and screening vendors
  - Supervising work performed by home vendors on site
  - Scheduling and confirming appointments
  - Performing internet research
  - Coordinating events
  - Purchasing personal items and gifts
  - Organizing spaces including closets, filing systems, offices
  - Providing administrative support
  - Managing special projects such as home relocations, renovation projects or office set up
- **Office Administration:** Maintain a well organized and efficiently run office environment.
  - Communicating with office vendors, ie, phone and internet provider, IT support
  - Ordering office supplies, as needed
  - Maintaining organized office space
- **Business Development and Marketing:** Support the marketing and business development initiatives by working on special projects to market to existing or potential clients.
  - Writing a monthly e-newsletter
  - Sending mailings to potential or existing clients
  - Maintaining marketing materials
- **Cultivation of Vendor Partnerships:** Identify new vendors and establish working relationships with them. Cultivate existing vendor partnerships.
- **Communication:** Excellent oral and written communication skills necessary for daily email correspondence and phone calls with clients and vendors. Ability to write professional letters and edit documents.
- **Documentation:** Document all work done on behalf of clients electronically and in paper folders.
- **Organization:** Maintain well orchestrated daily schedule to accomplish all projects. Keep well organized files and work space.
- **Project management:** Ability to manage a project including vendor partners, deadlines, budget, challenges and resources.

### **Traits and Values**

- **Integrity, Honesty:** Grounded in ethical principals, dedicated to do right by clients and Fini Concierge team.
- **Results Oriented:** Motivated by completion of projects.
- **Team Player:** Desire to support both clients and other members of Fini Concierge team.
- **Strategist:** Well organized, able to prioritize, bring projects to closure.
- **Discerning judgment:** Ability to read others and situations well, trust judgment and act accordingly.
- **Ability to Multitask:** Comfortable managing many tasks at once.
- **Flexibility:** Adaptable to changing environment and situations.
- **Independence:** Ability to prioritize, problem solve, and follow up on multiple tasks and projects; determine appropriate course of action, make recommendations and respond accordingly.

**Ideal Professional Background**

- Experience as a concierge, assistant or in client service business.
- Highly skilled in Internet research.
- Proficient in Microsoft Office: Word, Excel, Outlook.
- Solid writing skills and enjoyment of writing.

*Fini Concierge, Inc. is an equal opportunity employer.*