



Job Posting

Business Services Coordinator

The Rhode Island Commerce Corporation seeks an energetic, experienced professional to assume the role of Business Services Coordinator to work with the Business Advisory Services team. The incumbent in this position will act as the initial client contact for external business clients inquiring about Commerce RI programs and services, as well as provide general support for the team.

Specific responsibilities:

The ideal candidate excels at interpersonal communications and enjoys interacting with, connecting and following up on all web and phone-based incoming inquiries from the business community. This key role provides customer support to businesses through internal and external referrals, researches pertinent information to assist clients in moving forward with business goals and provides support to the business services team as necessary and for special projects. The Coordinator will assist with the management of the company's CRM system – managing data for accuracy and integrity.

Qualifications:

- Ability to multi-task, prioritize, and manage time effectively,
- Strong interpersonal skills,
- Expert level of written and verbal communications skills,
- Working knowledge of Salesforce CRM

Job requirements include:

- Professional/Technical degree; five (5) to 7 (seven) years of experience in an advanced customer service/administrative support role; excellent computer skills, proficient in Microsoft Word, Excel, PowerPoint, Access, Adobe Acrobat and Outlook.

Resumes will be accepted until posting closes; Friday, November 2nd @ 4:00 p.m. Please submit a cover letter along with a professional resume via email to:

Rhode Island Commerce Corporation
Attention: Human Resources
315 Iron Horse Way - Suite 101
Providence, Rhode Island 02908
job.opportunities@commerceri.com

The RI Commerce Corporation is an Equal Opportunity Employer