



Client/Member Services Support Team – Office Coordinator

E Group, Inc. is a Minneapolis-based, award-winning marketing and technology agency. E Group works with Fortune 1000 companies to deliver customized loyalty and incentive programs. We provide creative business solutions that influence, encourage, and stimulate behavior in measurable ways. We are looking for passionate, engaging, and driven individuals ready to work in a client-focused, dynamic environment.

Position Specific Information

As a part of the Client and Member Services team, the primary duties include answering E Group calls and voicemail, preparation and greeting of guests, maintaining record of employees' schedules, completing data entry and providing back-up customer service as needed for promotional programs, and providing administrative support to the Sales, Marketing, Operations, and E Group Management team. In this position, you will be working on multiple projects and tasks simultaneously.

Essential Job Functions:

- Provide front line **phone coverage** during business hours
- Train in on **phone system**, acting as a trainer and resource for new employees on phone system
- **Process sales submissions** for promotional incentive program, verifying qualifying products sold and entering data
- Provide Client and Member Services team **backup and support for customer service**
- Maintain company calendar and **organized record of employee schedules**
- Maintain **organized schedule of incoming guests**, greet all guests in friendly manner
- **Distribute mail**, manage warehouse team and courier pick-up of packages
- **Filing** and other operational support tasks as assigned

Essential Skills and Capabilities:

- **Friendly** and **professional** demeanor
- Must be able to **learn quickly** from oral and written instructions
- Excellent **time management, multi-tasking and organizational skills!**
- Strong **communication** and **problem solving** skills
- Commitment to providing **high standards of excellence** and **attention to detail** for all deliverables
- Ability and willingness to be **flexible in a fast-paced, dynamic work environment**
- A **team player** who contributes to the overall effort and delivers results for the team/client
- Maintain orderly and **guest-ready office areas** – lobby, showcase room, conference rooms, and work with team to share kitchen area

Education and Experience Requirements:

- Degree in Business, Marketing, Communications or applicable discipline with a strong GPA (4-year degree preferred), some experience in office environment
- Efficient in Microsoft Office: Word, Excel, Outlook and PowerPoint