

CLIENT CARE COORDINATOR

The Client Care Coordinator is the first impression of Harmony and must thoroughly exhibit professionalism with care and compassion. This person is highly organized and efficient in following processes and procedures as well as maintaining schedules in a highly demanding field. The Client Care Coordinator is designed for a highly motivated individual looking to grow with a team at a fast growing business as a long-term commitment, and strives to exceed expectations.

Client Care Coordinator Job Responsibilities:

Provides client, office, and administrative services by following Harmony systems, procedures, and policies. Coordinate between Harmony clients, their families, partner facilities, and Harmony Advisors.

Client Care Coordinator Job Duties:

- Intake of Harmony leads and input of information into the Harmony CRM.
- Making confirmation and follow up calls to clients and referral sources
- Schedule, maintain, and update calendars for client Advisors
- Maintains continuity of client operations and progression by documenting and communicating each client interaction with client Advisors
- Accomplishes Harmony mission by efficiently completing needed tasks and assignments
- Gatekeeper for Harmony executive staff
- Maintains a list of licensed assisted living facilities, adult family care homes, and private duty home care agencies and helps senior staff with completing executed service agreements with those facilities
- Manage and update CRM with all pertinent information
- Available by phone on select nights and weekends and occasionally tour partner facilities on weekends (*if needed*)
- Tour appropriate facilities, as approved by the Senior Advisor, with assigned clients (*if needed*)

Client Care Coordinator Skills and Qualifications:

- Exceptional communication skills, both written and verbal
- Excellent organizational and time management skills with the ability to prioritize clients based on need
- Previous scheduling experience is a must
- Must be able to multitask and handle difficult situations with compassion for the elderly population
- Knowledge of senior healthcare industry a plus
- Ability to build relationships over the phone and in person, with both industry professionals and families needing senior living advocacy
- MUST be a people person with a positive attitude and excellent phone etiquette
- Experience using CRM software a plus; Intermediate level of computer and tech competency with the drive to learn; Mac experience preferred
- Must be compassionate