



Client Success Coordinator

Funded through a partnership with the Kentucky Cabinet for Economic Development (CED), the SOAR Client Success Coordinator (CSC) is responsible for providing onboarding and basic discovery of new SOAR Innovation clients through a standardized process that includes interviewing, survey taking, and post-call follow-up.

The SOAR CSC will follow our standardized process to capture appropriate data using Salesforce CRM and decide if a client is a fit for SOAR Innovation's services. Proper follow-up will be required to capture measurable outcomes aligned with organizational Objectives and Key Results (OKRs). They must have a desire to serve and a passion for early-stage startup formation in Appalachia Kentucky.

This position will report to SOAR's Manager of Innovation and can be in any of the 54 ARC mandated Kentucky counties.

Duties and Responsibilities

- Answers and screens inquiry calls, leads, and emails from prospective clients.
- Processes intake through Salesforce CRM for new clients efficiently and in accordance with protocols.
- Maintain intake and lead logs and provide weekly reporting during weekly team meetings.
- Build and maintain relationships with external resource partners supporting startup and business growth across the region.
- Records essential data using Salesforce CRM to capture objectives and key results (OKRs) established by SOAR leadership.
- Represent SOAR at events and meetings as directed by the Manager of SOAR Innovation.
- Other duties as assigned

Expectations

- Embody SOAR's mission and core values.
- Follow SOAR Innovation's standardized process.
- Meet and exceed organizational OKRs.
- Possess a willingness to get into the trenches to help clients find a way, working with urgency and excitement to achieve desired outcome(s).
- Be prompt and concise with external and internal communication.
- Be a team player.
- Be coachable and open to feedback.
- Be all-in on the future of Appalachia Kentucky.
- Attend required team meetings.
 - Weekly team meeting.
 - Weekly 1-1 with Manager of SOAR Innovation

SOAR

- Monthly all-team meeting.

Knowledge, Skills, and Abilities

- Ability to communicate in a collaborative and fast-paced environment.
- Excellent time management skills.
- Proficiency with computer programs such as Microsoft Word, Excel, PowerPoint, and Outlook. Excellent customer service skills.
- Fundamental understanding of ecosystem of resources supporting entrepreneurs and existing small businesses in Kentucky.

Qualifications

- 1-3 years' experience in providing excellent customer service.
- 1-3 years' experience in providing services to entrepreneurs or small businesses (preferred).
- Bachelor's degree (preferred).
- Experience using CRM programs, preferably Salesforce.

Culture and Core Values

SOAR's mission is simple: to return Eastern Kentucky back to economic prosperity.

Our team culture is anchored by putting the interests of Eastern Kentucky first in all that we do. We believe treating others the way we want to be treated is always within our control. Our core values include faith, selflessness, grit, integrity, and empathy. We do our best to exemplify these daily in our interactions with each other and with external partners.

Why SOAR?

The SOAR organization offers a chance to be part of a movement that's bigger than any one of us individually. Eastern Kentucky's won't be solved by others. It's going to take us to come together to find the solutions. Through communications, collaborations, and convenings, SOAR is on the front lines helping to get the right people in the right rooms to ensure the future of Eastern Kentucky burns as bright as ever.

SOAR offers a competitive salary along with the following benefits:

- 100% paid individual health insurance.
- SIMPLE IRA retirement plan.
- Cell phone stipend.
- Mileage reimbursement for work-related travel.

Apply Now

Email a cover letter, resume, and salary history to hr@soar-ky.org.

SOAR

SOAR is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.