

## Client Service Specialist

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Small, sophisticated, and fast-growing consulting business looking for a Client Service Specialist. We partner with leading law firms, financial service firms, and other types of companies to develop growth strategies and provide innovative business development coaching and training programs. ***Most importantly, we love our work and our clients and have the strong results and supportive team environment to show for it.*** If you are passionate about helping others succeed, you may be a good fit for our culture.

We offer the unique opportunity to do high-level work in a trusting, collaborative, strengths-based culture. We are committed to helping our colleagues thrive personally and become the best versions of themselves professionally.

The ideal candidate is proactive, smart, persuasive, comfortable with strategic sales, well-organized, and has a positive attitude and a strong sense of urgency. The candidate must be able to switch gears seamlessly and able to handle time sensitive projects. Strong written and verbal communication skills, including the ability to interface professionally with our clients, are critical.

This is a full-time position with a hybrid work schedule. It will be in-person 3-4 days a week in downtown Houston. To protect each other and meet client requirements, all employees must be fully vaccinated for covid-19 and update that vaccination as boosters become available. Typical working hours will be between 8:30 AM and 5:30 PM. Special events may occur outside of those hours. Compensation is attractive and commensurate with experience level.

### **Responsibilities:**

- Serve as the liaison between prospective clients and the Mountaintop team
- Preparation, review, and production of proposals, pitch materials, and presentations
- Manage client onboarding process
- Coordinate with the internal team on scope of work documents and create work plans in Mountaintop's project management system
- Compilation and analysis of business development and sales activities, including reporting on performance and developing recommendations for ongoing improvements
- Collaboration with colleagues, client teams, and other vendors to implement business development initiatives
- Development and updating of company and client marketing collateral
- Following established workflow processes and tracking progress in proposal and project management programs
- Logistical and administrative support of projects and senior team members
- Online research
- Reviewing all final deliverables for formatting, accuracy, and compliance with brand guidelines and content strategies
- Manage one-off client projects and special requests

### **Ideal Candidate Is:**

- A hardworking, adaptable self-starter who is effective working in a fast-paced and rapidly changing environment
- Well-organized and attentive to every detail
- Capable of serving as an ambassador for Mountaintop's work and core values
- Strategic thinker who is comfortable engaging clients and prospects to drive new business opportunities



- Someone who enjoys outreach to new people and can quickly develop trust-based relationships
- Consistent and productive. Able to develop and follow detailed processes
- Adaptable: enjoys doing work that requires frequent shifts in direction and can do so while maintaining impeccable attention to detail
- An avid learner who enjoys taking on new challenges and solving problems
- A team player with a positive attitude who can build enduring relationships
- An excellent listener and notetaker
- Principled and committed to the highest standards of ethical behavior and confidentiality
- Willing to pitch in wherever needed on a team or project
- Eager to learn new software and savvy with the use of technology for internal processes and client work

**Requirements:**

- Proof of vaccination for covid-19
- Bachelor's degree with a minimum GPA of 3.3 / 4.0
- A demonstrable track record of success in all aspects of client service, including composing proposals and/or pitch documents
- Minimum of two years of related experience, preferably in a professional services or law firm environment
- Proficiency in Microsoft Office (Outlook, Word, PowerPoint, Excel, Publisher), email management systems, proposal software, and CRM systems
- Knowledge of Canva, Google Analytics, Google Data Studio, Adobe Creative Suite (Photoshop, Illustrator, InDesign), HubSpot, Survey Monkey, or Proposify a plus
- An effective oral and written communicator (will be tested)
- Authorized to work in the US
- High sense of urgency, with the ability to meet deadlines
- Excellent time management and organization skills, with the ability to prioritize work
- Comfortable dealing with current and prospective clients
- Committed to continuous improvement and receptive to feedback
- Must handle confidential information responsibly
- Consultative selling skills

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**Interested candidates should send their Resume and a Cover Letter to: [info@mtopconsulting.com](mailto:info@mtopconsulting.com)**