Client Relations Coordinator

Marketing and Business Development Department

Summary:

The Client Relations ("CR") Coordinator supports a wide range of marketing and business development initiatives designed to strengthen existing client relationships in our Relationship Manager ("RM") program and increase the Firm's visibility with these key client accounts. Working under the direction of the Associate Director of Client Relations and in collaboration with the CR managers, this role provides essential coordination, execution, and analytical support across the RM program and client initiatives.

Apply:

Requirements:

- Bachelor's degree required; concentration in business, marketing, communications, or a related field preferred.
- Exceptional attention to detail, accuracy, and organization; ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Strong project management, written communication, and interpersonal skills; ability to multitask, work effectively with lawyers, and staff at all levels of the organization.
- At least one year of experience in professional services in marketing or related field is preferred. Demonstrated background of accomplishment in marketing, sales, or professional services a plus.
- Proactive, collaborative, and service-oriented approach to work.

Duties and Responsibilities:

- Support the preparation and execution of regular internal meetings for RM client teams, including supporting scheduling, agenda preparation, meeting materials, and follow-up on action items.
- Maintain RM plans, client summaries, strategy reports, and related program materials in the Firm's document management systems.
- Support the execution of CR initiatives for RM clients, as assigned, in coordination with CR managers.
- Assist with internal RM coordination and client outreach. Assist with the planning, execution, and follow-up of CLE programs, relationship summits, and client-facing programs. Responsibilities include coordinating logistics, preparing invitations and materials, managing RSVP and attendee lists, providing on-site or virtual support as needed, and preparing post-event reports. Coordinate CLE-related requirements with the Firm's Compliance Team.
- Maintain and update RM client contact data, including data within CRM systems and LinkedIn Sales Navigator, track pitches and proposals, and maintain client summaries, experience lists and activity records; support reporting and analysis of business development efforts, including relationship meetings, CLEs, and other client initiatives.
- Conduct basic market, client, and industry research; and partner with the Firm's Marketing Research team on more complex research requests to support client targeting, pitches, events, and other business development initiatives.
- Collaborate with other Marketing and Business Development ("BD") team members to ensure coordinated approaches to RM clients. Work with stakeholders in other departments and in other offices as needed.

Requirements (continued):

- Proficiency with Microsoft Office (Word, PowerPoint, Excel, Outlook); experience with CRM systems or marketing technology tools is a plus.

Duties and Responsibilities (continued):

- Process invoices and expense reimbursements related to business development activities.
- Perform other duties as assigned and required.
- Adhere to timely and regular in-office attendance, as needed and in accordance with department expectations.

Salary Range is $76,000 - $95,000

Status: Non-Exempt
Reports To: Associate Director of Client Relations
Workplace Type: Hybrid

Candidates hired for staff positions with a minimum work schedule of 30 hours per week are eligible for a comprehensive benefits package, including healthcare insurance. Learn more about benefits at Covington. https://www.cov.com/en/careers/staff/benefits

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