

Client Relations Coordinator

Marketing Department

Summary:

We are looking for a strategic, results-oriented client relations coordinator to work closely with the Client Relations Managers and Director of Client Relations, as well as the broader marketing and client development team, on a wide variety of activities to help our lawyers manage and expand key client relationships globally. This position reports to the Director of Client Relations, based in Washington, D.C.

This is an opportunity to be part of a uniquely collaborative culture, working with a dynamic team within our global Marketing & Business Development function and coordinating closely with our D&I team to support the firm's marketing and D&I strategic action plan.

[Email Resume Here to Apply](#)

Qualifications:

- Excellent interpersonal skills and written and oral communications skills.
- A Bachelor's degree in marketing/communications or a related field.
- At least one year experience in professional services in marketing or related field preferred. Demonstrated background of accomplishment in marketing, sales or professional services a plus.
- Previous law firm experience is highly desirable, but not required.
- Ability to multitask, work well independently and with teams.

Duties and Responsibilities:

- Organize key client relationship meetings, produce strategy summaries and assist with analyses and reports.
- Collaborate with other Marketing and BD team members to assure coordinated approaches to top clients with key firm initiatives.
- Assist with follow-up on action items from key internal and external relationship management (RM) client meetings.
- Prepare client pitch materials, including supporting responses to RFPs.
- Assist with follow-up on action items from key internal and external relationship management (RM) client meetings.
- Maintain RM plans and strategy reports on Intranet and in firm's document management system.
- Collect RM client contact data and assist with data maintenance in InterAction and produce various client contact reports from InterAction.
- Assist with outreach and follow-up to RMs about key client events and seminars.
- Develop and maintain various RM toolkit documents, such as, magic slides, manage and post information to RM portal pages.
- Maintain and track client feedback interviews, the RM meeting schedule and provide quarterly and annual analyses and reports.
- Work with other firm departments as needed to execute projects and assignments.
- Timely and regular attendance.
- Other duties as assigned.

Qualifications (continued):

- Commitment to quality and careful attention to detail.
- Advanced knowledge of Excel, PowerPoint, and Word. Familiarity with Interaction and/or other CRM systems a plus.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Non-Exempt

Reports To: Director of Client Relations

Workplace Type: Hybrid

Salary range of \$59,000- \$82,500.

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Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance