

## Position

### Client Relations Assistant

#### Overview

Richner + Richner, LLC is a well-established, rapidly expanding strategic fundraising consulting firm based in Ann Arbor, Michigan. We are seeking a qualified professional to join our team as Client Relations Assistant.

Richner + Richner is committed to helping our non-profit organization clients change their cultures so that relationship-based fundraising will thrive in a sustainable manner on an ongoing basis.

#### Client Relations Assistant Purpose

The Client Relations Assistant will act as the bedrock of the firm, providing the support that allows the rest of the team to function effectively.

Working in coordination with the Operations Manager and professional consulting staff, the Client Relations Assistant provides a wide range of support services.

#### Client Relations Assistant Duties

- Creating standard documents including emails, contracts, etc. from appropriate templates
- Administering surveys on behalf of clients and the firm
- Preparing thorough briefing materials for meetings
- Coordinating publicity including press releases, email marketing, and website maintenance
- Processing and monitoring accounts payable/receivable
- Renewing and filing state licensing applications to remain compliant with industry regulations
- Enforcing brand identity, style guidelines, and standard documents
- Providing reception duties, handling telephone inquiries, and processing incoming and outgoing mail
- Scheduling appointments and making travel arrangements for the consulting team
- Supporting relationships with vendors, and troubleshooting as needed
- Printing and assembling written reports and other work products
- Keeping the office well-stocked with necessary supplies
- Participating in special projects as assigned

The ideal candidate must be extremely attentive to detail and flexible, and accordingly develop systems for prioritizing and multitasking. This candidate should thrive in collaboration, and embrace team achievements while remaining driven to achieve personal goals.

### **Qualifications**

- Minimum 3-5 years of general office experience, or commensurate experience
- Outstanding organizational and planning skills, including attention to detail
- Excellent written and verbal communication skills
- Ability to work independently in a fast-paced environment, prioritize tasks, and meet multiple project deadlines

### **Personal Attributes**

- Outstanding interpersonal and communication skills; commitment to teamwork
- Flexible and quickly able to adapt to changing priorities
- Personally motivated, high energy output; proven self-starter with a positive can-do outlook
- Commitment to excellence and the implementation of best practices in all areas of service delivery
- Able to work effectively with a wide variety of people; commitment to diversity
- Strong professional standards; highest ethical behavior

### **Compensation and Benefits**

Richner + Richner is pleased to offer a highly competitive compensation package, including a bonus plan, medical/dental insurance, and a retirement plan in a highly flexible, team-oriented environment. Richner + Richner invests in the professional development of its employees through training, coaching, and mentoring.

### **Equal Opportunity and Nondiscrimination Policy**

In keeping with its goals of individual recognition and treatment characterized by dignity and respect, Richner + Richner, LLC is committed to providing equal employment opportunities to employees and to applicants for employment and will not discriminate on the basis of race, creed, color, religion, national origin, sex, sexual orientation, gender identity, age, disability, height, weight, or marital status in the hiring, promotion, or any other aspect of employment.

### **To Apply**

To be considered for this position, please email a cover letter and your résumé, including salary history and professional references, to [Jill@RichnerRichner.com](mailto:Jill@RichnerRichner.com). For more information, see our website, [www.RichnerRichner.com](http://www.RichnerRichner.com) or call 734.213.7704.