



Quality Certification Services (QCS)

5700 SW 34th Street, Suite 349, Gainesville FL 32608

phone 352.377.0133 / fax 352.377.8363

www.qcsinfo.org

Job Title: Client Care Coordinator
Grade: 3A
Level: 1
Reports To: Client Services and Marketing Manager
Classification: Full-Time / Non-Exempt
Work Location: Gainesville office/Remote as designated
Direct Reports: None

Date: 07/07/2026

Approved: Sally Lammers

JOB SUMMARY:

Provide administrative and client support to prospective and current QCS clients to ensure a positive, responsive, and professional experience throughout the certification process. Serve as a primary point of contact for prospective clients for inquiries, guide applicants through application requirements and procedures, and maintain ongoing communication regarding program updates and certification -related information. Build strong relationships with clients while supporting the delivery of exceptional customer service. Develop increasing knowledge of certification standards and processes to assist clients with routine process questions and connect them with appropriate resources as needed. Other duties as required by the manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Client Care & Relationship Management

- Serve as a primary point of contact for prospective and current clients, providing timely, professional, and accurate customer service.
- Respond to inquiries regarding certification requirements, application procedures, certification status, and program policies.
- Provide application materials to potential clients and first-time applicants
- Support applicants through the certification application process by answering questions, monitoring progress, and facilitating communication.
- Build and maintain positive relationships with clients to promote a high-quality customer experience.
- Obtain and document client feedback and identify opportunities to improve service delivery.
- Escalate complex technical or client service matters to appropriate staff as needed.

Client Communications

- Connect clients with technical resources, educational materials, and appropriate certification staff.
- Obtain customer service feedback from clients
- Maintain accurate client contact information and communication records.

Administrative Support

- Answer incoming calls, document inquiries, and direct clients to appropriate team members.
- Maintain certification-related records, correspondence, and applicant documentation.
- Assist with administrative tasks related to client onboarding and certification activities.
- Support the coordination of client trainings, webinars, and educational opportunities.
- Collaborate with team members across departments to ensure consistent and effective client support.



Quality Certification Services (QCS)

5700 SW 34th Street, Suite 349, Gainesville FL 32608

phone 352.377.0133 / fax 352.377.8363

www.qcsinfo.org

Professional Development

- Develop and maintain a working knowledge of certification standards, regulations, policies, and procedures.
- Continuously expand technical understanding of certification programs to provide increasingly effective support to clients.
- Participate in training and professional development opportunities related to certification and customer service.

TEAM RESPONSIBILITIES:

- Present a positive disposition when interacting with clients, build and maintain customer satisfaction, and seek ways to improve service delivery.
- Follow fiscal guidelines, regulations, principles, and standards; seek ways to reduce cost.
- Support the company mission in supporting and promoting organic and sustainable agriculture and the company's services and programs. Link mission, vision, values, goals, and strategies to everyday work.
- Adhere to a set of core values that are represented in decisions and actions. Earns other's trust and respect through consistent honesty and professionalism in all interactions.
- Seek and acquire new competencies, work methods, ideas, and information that will improve own efficiency and effectiveness on the job.
- Diligently attend to details and pursue quality in accomplishing tasks.

ADDITIONAL RESPONSIBILITIES:

- Help others navigate complex or sensitive issues, keeping the client's best interest in mind as well as the integrity of the standards.
- Interpret complex, technical, professional or legal information, publications, and regulations.
- Apply logic and complex layers of rules and regulations to analyze and categorize complicated information. Break down complex information into component parts so others understand.

QUALIFICATIONS:

Customer service experience required. Technical knowledge of organic and/or food safety certification is preferred. Bachelor's degree in agriculture, food safety, communications, or other relevant field of study or a combination of education and relevant work experience are preferred.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to understand, interpret, and communicate technical aspects of organic processes, regulations, and standards.
- Ability to research information for multiple sources and identify, collect, and organize data for decision making.
- Adapts to changing business needs, conditions, and work responsibilities and works with a variety of situations, individuals, groups and varying customer needs.
- Prioritizes tasks by importance and deadlines and adjust priorities as situations change.
- Strong customer service orientation, interpersonal skills and relationship building required.
- Requires exceptional verbal and written communication and interpersonal skills.
- Proficient in MS Office applications and ability to utilize other software programs as needed.



Quality Certification Services (QCS)

5700 SW 34th Street, Suite 349, Gainesville FL 32608

phone 352.377.0133 / fax 352.377.8363

www.qcsinfo.org

WORKING CONDITIONS:

Environment:

The physical demands and essential functions described here are representative of those that must be met, with or without reasonable accommodation.

Environment:

Remote as designated.

Physical Activity and Ability:

- Work requires Sedentary physical activity performing non-strenuous daily activities of an administrative nature.
- Must have the ability to sit for long periods of time and talk and hear/ listen throughout the work period.
- Must have the manual dexterity sufficient to reach/handle items and work with fingers.
- Must be able to see at close distance with clear vision at 20 inches or less and have color vision to with ability to distinguish colors on a computer screen. (review color labels).
- Must be able to walk, stand, sit, talk, hear/listen, use hands and fingers to handle and feel, reach with arms and hands, climb or balance, stoop, kneel, crawl or crouch, taste, and smell. Requires lifting 40 lbs. as needed.
- Must be able to see at close distance with clear vision at 20 inches or less. And the ability to distinguish colors on a computer screen. (review color labels, charts, graphs, etc.).
- Must be able to work independently, self-motivate, have good observation skills, and apply critical thinking with little guidance.
- Requires the ability to walk on rough terrain; uneven ground, incline and decline, ditches, etc.

Remote Work:

- Must provide high quality sustainable internet connection while at work

All job requirements are subject to possible revision to reflect changes in the position requirements or to reasonably accommodate individuals with disabilities. This job description in no way states or implies these are the only duties which will be required in this position. Employees will be required to follow other job-related duties as requested by their supervisor/manager (within guidelines and compliance with Federal and State Laws.) Continued employment remains on an “at-will” basis.