

# Coordinator, Client Services

August 04, 2021

**Open Date** August 4, 2021  
**Close Date** August 20, 2021

The **Calgary or Vancouver** office of **Borden Ladner Gervais LLP (BLG)**, a leading, innovative and client-focused law firm in Canada, is seeking a **Coordinator, Client Services**.

## Purpose of the Role

The **Coordinator, Client Services** will be expected to maintain a good client relationship while obtaining payment of accounts.

## Key Responsibilities

**The key responsibilities of this role are:**

Everyone at BLG is required to carry out the duties of their role while upholding the important principles of our Respectful Workplace Policy, and treating everyone with respect, regardless of position. **The key responsibilities of this role are:**

- Direct contact with clients to obtain payment of accounts while maintaining the client relationship
- **Meetings with lawyers to achieve and maintain appropriate AR and WIP levels**
- Reconcile client payments and accounts
- Liaise with Practice Billing Coordinators for resolution of unpaid A/R billing issues
- Prepare various reports as requested
- Report collection status to the lawyers and management
- Updating notes in the collection software
- Any other task as assigned by the Manager of Finance

## Key Competencies

- Minimum five years of collections experience in a professional services firm
- Law firm experience preferred

- Excellent communication and interpersonal skills
- Experience with Aderant (CMS) and MiniSoft software an asset
- Intermediate level Excel experience
- Post-secondary degree at either a College or University level is required
- Strong verbal and written communication skills
- Strong analytical skills
- Attention to detail
- Deadline focused and able to set priorities while maintaining flexibility
- A team player with good interpersonal skills
- Available to work overtime when necessary

## How to Apply

**We thank all applicants for their interest in this position, however, only applicants selected for an interview will be contacted**

Everyone at BLG is required to carry out the duties of their role while upholding the important principles of our respectful workplace policies, and treating everyone with respect, regardless of position. At BLG, valuing diversity and inclusion is key to a respectful workplace.

BLG is committed to fostering a diverse and inclusive workplace. We welcome and encourage applications from diverse candidates, including people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

\*Please note that relatives of current BLG employees and partners are not eligible for consideration.

---

### **BLG | Canada's Law Firm**

As the largest, truly full-service Canadian law firm, Borden Ladner Gervais LLP (BLG) delivers practical legal advice for domestic and international clients across more practices and industries than any Canadian firm. With over 725 lawyers, intellectual property agents and other professionals, BLG serves the legal needs of businesses and institutions across Canada and beyond – from M&A and capital markets, to disputes, financing, and trademark & patent registration.

[blg.com](http://blg.com)

### **BLG Offices**

#### **Calgary**

Centennial Place, East Tower  
520 3rd Avenue S.W.  
Calgary, AB, Canada  
T2P 0R3

T 403.232.9500  
F 403.266.1395

#### **Ottawa**

World Exchange Plaza  
100 Queen Street  
Ottawa, ON, Canada  
K1P 1J9

T 613.237.5160  
F 613.230.8842

#### **Vancouver**

1200 Waterfront Centre  
200 Burrard Street  
Vancouver, BC, Canada  
V7X 1T2

T 604.687.5744  
F 604.687.1415

**Montréal**

1000 De La Gauchetière Street West  
Suite 900  
Montréal, QC, Canada  
H3B 5H4

T 514.954.2555  
F 514.879.9015

**Toronto**

Bay Adelaide Centre, East Tower  
22 Adelaide Street West  
Toronto, ON, Canada  
M5H 4E3

T 416.367.6000  
F 416.367.6749

The information contained herein is of a general nature and is not intended to constitute legal advice, a complete statement of the law, or an opinion on any subject. No one should act upon it or refrain from acting without a thorough examination of the law after the facts of a specific situation are considered. You are urged to consult your legal adviser in cases of specific questions or concerns. BLG does not warrant or guarantee the accuracy, currency or completeness of this publication. No part of this publication may be reproduced without prior written permission of Borden Ladner Gervais LLP. If this publication was sent to you by BLG and you do not wish to receive further publications from BLG, you may ask to remove your contact information from our mailing lists by emailing [unsubscribe@blg.com](mailto:unsubscribe@blg.com) or manage your subscription preferences at [blg.com/MyPreferences](http://blg.com/MyPreferences). If you feel you have received this message in error please contact [communications@blg.com](mailto:communications@blg.com). BLG's privacy policy for publications may be found at [blg.com/en/privacy](http://blg.com/en/privacy).

© 2024 Borden Ladner Gervais LLP. Borden Ladner Gervais LLP is an Ontario Limited Liability Partnership.