

Job Title: Project Coordinator

GENERAL SUMMARY

The Project Coordinator at Central States Media is key in assisting the Project Management team with the day-to-day communication to our internal departments and clients. This role supports our Project Manager Team and acts as a supportive liaison between clients and the internal marketing agency. The Project Coordinator ensures clients are supported and feel they have a constant and accessible resource within the agency. Ultimately, this position is the glue that helps keep projects — and people — together. Duties include planning, organizing, managing, and executing projects from beginning to end. The project scope can vary in size and scope with the ability to strategically manage multichannel marketing campaigns.

The best Project Coordinators are genuinely excited to help our clients. They're patient, empathetic, and passionately communicative. They can put themselves in their customers' shoes and advocate for them when necessary. Problem-solving also comes naturally with the ability to troubleshoot for a client.

ROLE AND RESPONSIBILITIES

Essential job duties include:

- Supportive account management, providing support to identify and assess clients' needs to achieve satisfaction and client retention
- Assist Project Managers in building strong, sustainable client relationships and trust through regular, open, and interactive communication
- Coordinate and communicate client expectations and needs with Central States Media's design, media, interactive and video teams.
- Ensure prompt and accurate answers to clients' needs
- Work within ASANA to assist Project Manager's management of client project status and deliverables

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Minimum of Bachelor's Degree with relevant degree from an accredited university or college
- High degree of professionalism and attention to detail
- Strategic thinker – understand and proactively develop sound marketing programs
- Ability to multi-task, prioritize, and manage time effectively
- Proven client support experience or experience as a client service representative, is a plus
- Strong phone skills and active listening
- Understanding of sales principles and ability to deliver excellent client experience
- Excellent verbal and written communication, time management, and service skills
- Client orientation and ability to adapt/respond to different types of personalities
- Knowledge in computer technology, the Internet and MS Office
- Resourceful team player with the ability to also be extremely effective independently
- Maintain positive attitude when dealing with all team members and clients