



Client Services Coordinator

Department: Client Services

FSLA Status: Exempt

Reports to: Account Supervisor

OVERVIEW

Client Services coordinator provides administrative and project management support to client accounts and client service staff. This position is key to ensuring the execution of deliverables and is a critical piece towards the research and planning of campaigns, events and projects. Coordinator will work with account supervisor on trafficking of client jobs, proposal creations, research, and organization of retail projects. Candidate requires attention to detail, multitasking, communication and strong organizational skills. Position is an excellent opportunity to learn how an agency works while developing critical skill sets including media planning, project management and proposal creation without the pressure and responsibility of selling or recruiting clients.

In a nutshell, coordinator is an integral part of “getting things done” and making AugustineIdeas clients raving fans!

LOCATION

AugustineIdeas Corporate Office – Roseville, CA

DUTIES AND RESPONSIBILITIES

- Accurately opens jobs, creates work orders, estimates, change orders and closes jobs in coordination with account team. Codes and tasks each job appropriately.
- Tracks, codes, and enters coordinator’s time in C&P to ensure accurate billing. May assist additional staff with their time entries.
- Closes jobs for clients services and accounting departments, ensuring client is billed in an accurate and timely manner.
- Assists in the writing, production or coordination of proposals and estimates for clients.
- Creates and organizes data in spreadsheet or database for retail projects including but not limited to: inventories, contact information, merchandise, communications, and execution of campaigns.
- Coordinates shipment of client promotional items to merchandisers or suppliers.
- Writes and recaps client meeting notes, briefings and reports.
- Conducts research on behalf of client or agency including media rates, market demographics and industry trends.
- Documents and keeps accurate notes and information on the client and account, both electronically, paper files or CRM systems.
- Maintains the customer services standards of agency.
- Represents the agency in a professional manner in client meetings and public events.