

Project Coordinator



Reports To: Director of Onboarding

Department: Onboarding

Job Summary:

At Range Marketing, our primary focus is on helping companies get found. We achieve this by utilizing the highest standards in website design, website development, and search engine optimization, and building a strong team to back it all up. Our team members work hard, are awesome at everything they do, encourage growth, are good neighbors to each other and our clients, and have fun in everything they do.

To that end, we're looking for a new Project Coordinator to join our team! If you're a good fit, you enjoy building lasting and rewarding relationships with clients, have a great attention to detail, and have a proven ability to coordinate simultaneous projects and meet strict deadlines. Since this is a client-facing role, you must also have strong communication skills and enjoy working with people. In this role, you'll be responsible for coordinating all aspects of new website builds and other custom projects, including resolving any issues and ensuring our team is meeting our clients' needs and creating a positive experience every step of the way. This will be a full-time position with benefits.

Your responsibilities may include:

- Working with our Sales team, Web Developers, SEO Analysts, and clients to coordinate website builds from start to finish, which includes:
 - Hosting interactive webinars with new clients to develop a plan for website aesthetics, features, written content, and search engine optimization (SEO) targeting
 - Completing quality assurance audits of website builds
 - Coordinating with contractors on relevant assets for website builds
 - Assisting clients with questions related to their services via email and phone
 - Updating website copy and making simple changes to website aesthetics upon request from clients; delegating highly technical requests to the web development team
- Coordinating website revisions and other custom projects for active clients via email, phone, and/or webinar
- Responding to frequent demands of multiple customers and ensuring all clients' needs are met
- Developing and maintaining a strong understanding of emerging internet marketing trends and the services we provide
- Performing any other duties as assigned

To be considered for this position, you'll need:

- A minimum of one year of experience in project coordination or related field OR a related BA/BS degree
- A minimum of one year of customer service experience
- Strong computer skills, including Microsoft Suite and Google Suite
- The ability to communicate assertively, clearly, and concisely, verbally and in writing
- The ability to balance multiple priorities and meet strict deadlines
- The ability to work both independently and as a positive and dynamic team player
- To be highly detail-oriented, efficient, organized, and reliable

Experience with SEO, internet marketing, and web development is preferred but not required. Experience with local listings, copywriting, Photoshop, and HTML is helpful but not required.

Range Marketing is a small company, so our team members have plenty of opportunities to make an impact in all areas of the business. Our ideal candidate is willing, able, and excited to extend their skills and knowledge within our growing organization. We are located in Buffalo, NY with the majority of our team working fully remote. You must be based in the Western New York area to be considered for the role but you will be able to work remotely if desired.