

Job Title: Project Coordinator

Reports To: Customer Experience Supervisor



Job Summary:

At Range Marketing, we value building meaningful relationships, holding ourselves accountable, maintaining positivity within ourselves and others, and encouraging learning and change in everything we do. This extends not only to our employees but to our clients as well, as we work to encourage the growth of the organizations we work with.

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 their needs and creating a positive experience every step of the way. This will be a full-time position with benefits.

Your responsibilities may include:

- Hosting interactive webinars with new clients to develop a plan for website aesthetics, features, written content, and search engine optimization (SEO) targeting
- Coordinating website revisions and other custom projects via email, phone, and/or webinar
- Helping clients with online listing verifications, social media management, and by answering any 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
- Completing quality assurance audits of website builds
- 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 required
- 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 are preferred but not required. Experience with social media, copywriting, Photoshop, and HTML is preferred but not required.

Range Marketing is a small company, so our team members tend to wear many hats. Our ideal candidate is willing, able, and excited to extend their skills to other areas of the business as needed. 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.