

JOB DESCRIPTION: OFFICE ADMIN / JUNIOR ACCOUNT MANAGER

A-Train Marketing Communications, January 23, 2023

LOCATION: this is a 100% remote position; A-Train Marketing is located in Colorado Springs/Denver/Fort Collins, CO and applicants should reside in Colorado, preferably southern Colorado

REPORTS TO: CEO / COO

POSITION SUMMARY:

At A-Train Marketing, we understand that marketing is a compelling two-way conversation that invites participation. We help organizations create those conversations through creative and strategic solutions that are realistically implementable, stunningly impactful, and obsessively focused on results. We are looking for someone as unique as we are – someone who doesn't just like our approach, but who lives it. We operate with a sense of urgency, but we don't accept a "good enough" mentality. We play hard and we work harder, believe in constant improvement, value feedback, and learn from it.

If you are looking for an entry point into marketing and agency life, then this position is for you. A combination of administrative work and account management, it is the perfect way to learn the agency ropes. This position has room to grow into account management and other roles full time.

OFFICE ADMINISTRATOR OVERVIEW: (25-35% of role)

Our office administrator is primarily responsible for the day-to-day administration of office tasks, CEO calendar management, and supporting COO with operational needs. The admin helps make our executive team more efficient and effective both by illuminating distracting details and making sure they stay focused throughout the workday while giving feedback and direction when necessary. Additionally, the admin acts as the interface between clients, service providers, and all company staff to ensure the efficient flow of information, basic project and schedule management.

RESPONSIBILITIES:

- Works with the CEO and COO to optimize processes - gather and evaluate key performance indicators of the company and help us develop and improve automated functions.
- Provides executive support to CEO and COO, including management of CEO's daily calendar, travel/meeting booking, and miscellaneous executive assistance tasks.
- Facilitates client welcome/onboarding process using in-house tools and processes.
- Assists in the day-to-day administration of the company including preparing agendas for staff meetings, booking meeting spaces, staff appreciation activities, etc.
- Performs local, minor errands as needed, including mail collection, bank deposits, printer runs, and dropping off materials to clients. Must have reliable transportation.
- Answers the phone in a friendly but professional manner. Screens initial calls for sales leads and conveys information to appropriate team members.

- Manages tasks and jobs in Function Point (traffic management / CRM software) and assists with Function Point administrative tasks such as opening clients and jobs, assigning tasks for other staff members, closing jobs, adding/changing employees, adding in company holidays annually, maintaining database, etc.
- Assists in basic bookkeeping and financial reporting tasks, including entering expenses and receipts, late invoice collections, pulling timesheet summaries for clients, KPI report generation, etc.
- Assists with human resources administration, including but not limited to assuring all staff member paperwork is in order, onboarding/training new employees on general office tasks including voice mail system, helping facilitate employee benefits renewal paperwork, completing paperwork for contractors, etc.
- Assists with other duties as the need arises.

JUNIOR ACCOUNT MANAGER OVERVIEW: (65-75% of role)

Account Managers oversee the day-to-day management of client accounts by developing great relationships, managing projects and tasks with efficiency, and delivering incredible work. Account Managers are the key liaisons between agency production staff and the client, helping to facilitate and manage creative issues and input, advertising and media issues, and online projects, and scheduling, timing, and deadlines. The junior account manager will assist the account management team in delivering these items. This includes coordinating agency work with production staff/partners to ensure realistic production timelines are established and all deadlines are met, delivering reports, tasking, and email communications.

RESPONSIBILITIES:

Work with the account management team to manage client relationships by providing account support and coordination. This includes but is not limited to:

- Documents updated project details, client feedback, account activity/status, etc.; creates creative briefs, tasks, meeting agendas, and change orders (with cost estimates) when necessary.
- Performs and manages communication with the client and internal team members.
- Acts as the client's strategic marketing partner by facilitating project success (such as monitoring the effectiveness of campaigns), nurturing the client relationship, and anticipating client needs.
- Keeps apprised of clients' brands/products/services/industry/marketing developments.
- Analyzes client input, together with content strategist conducts research, fields feedback, etc., to produce marketing plans guiding agency actions on client accounts; and helps in ensuring the plan is carried out by the agency.
- Coordinates project timing and budgets with all relevant agency personnel; keeps apprised of progress of clients' projects; regularly checks in with staff to manage project coordination and clarify priorities; provides clients with timeline and budget updates.
- Checks and approves creative/production materials, copy, layouts, and production art before client delivery, and coordinates client approval of same.
- Responds to and manages tasks in FunctionPoint as assigned per project and client, including task completion and smooth hand-off of projects and assignment of tasks to next responsible party.
- Delivers the highest quality of work with minimal mistakes, on time, on target, and on budget.
- Daily completion of timesheets that account for all work performed on behalf of the agency
- Participates in A-Train staff meetings and other events as requested/assigned.
- Assists with other duties as the need arises.

STATUS AND SALARY:

Full time salaried employee. Salary base determined with regards to experience and education. Salary \$42,000, plus competitive benefits.

REQUIRED QUALIFICATIONS, SKILLS, AND EXPERIENCE:

Must be super fun, outgoing, and possess the following qualities:

- Bachelor's degree. Preferred fields: marketing, English, communications
- Articulate communication skills (verbal and written) and excellent organizational skills
- Proactive, self-starter and learner with initiative to take on new projects and strategies outside of comfort zone
- Professional, diplomatic, and tactful problem solver
- Possess MS Office, word processing, spreadsheets, email, and electronic file organization skills
- Social media and digital advertising skills a plus

ADDITIONAL INFORMATION:

Work environment:

This is a fully remote position. Candidate will be responsible for providing their work environment, including basic desk/chair/work area setup. Travel to client locations may be required on occasion. Adequate transportation required (car) and ability to be mobile, traveling to appointments, events, training, etc. as needed.

Physical demands:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to walk; sit and use hands to finger, handle, or feel. The employee is occasionally required to stand; reach with hands and arms; stoop, kneel, crouch, and crawl. The vision requirements include the ability to adjust focus and close vision.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A-Train is an Equal Opportunity Employer (EOE) and complies with employment laws as determined by the State of Colorado.