



Job Brief: Client Success & Marketing Coordinator

We are looking for a creative and driven **Client Success & Marketing Coordinator** to join our fast-paced and innovative team. The Coordinator will have up-to-date knowledge of digital, social media, marketing and communication trends and the ability to interpret our various clients' needs and implement solutions with high impact and engagement. The Coordinator will be relationship focused and goal oriented who will cultivate exceptional agency-client relationships to maximize client retention, agency and client success, and drive lifetime client value. The Coordinator will work on a variety of projects across multiple platforms supporting the overall strategy and execution for the agency and its clients.

Responsibilities

- Influence strategy and contribute to the tactical execution of campaigns
- Build relationships between clients and the agency
- Increase lifetime client value and retention
- Proactively seek out new ways to exceed client expectations and achieve goals at a faster pace
- Onboard new clients
- Support client acquisition
- Create custom content for social media and digital platforms based on strategy
- Maintain up to date knowledge of marketing, social media, public relations, digital and industry trends and innovations; recommend and implement changes as needed
- Provide timely and informative measurement and analysis of all efforts and make insightful recommendations to team based on findings
- Assist in other assignments, projects and tasks as needed to support agency and client growth

Requirements

- Entrepreneurial spirit and positive attitude
- Bachelor's Degree; marketing, communications, journalism, or related field preferred
- Prior agency or client-focused experience preferred
- Up to date knowledge and familiarity of all major social media platforms
- Strong writing and editing skills
- Excellent attention to detail
- Prior experience with social media management and content management platforms preferred
- Strong sense of professionalism; customer service experience preferred
- Proven ability to support multiple brands and industries
- Professionalism regarding time, costs and deadlines
- Strong communications skills and ability to interact and present ideas
- Strong time management skills; ability to multi-task and meet aggressive deadlines
- Prior experience with Hootsuite, HubSpot and/or Word Press preferred
- Prior experience with email marketing platforms preferred
- Public relations experience a plus
- Digital and traditional advertising experience a plus



To Apply:

Please send a cover letter and resume to info@flashlightmarketing.com

ABOUT US:

Flashlight Marketing is a successful creative marketing, communications and digital services agency specializing in helping privately owned businesses, entrepreneurs, and start-ups to scale and grow. We leverage our years of expertise and our commitment to continuously evolve our offerings to remain ahead of the competition and exceed our client's expectations. Our passion is what drives us while strategy is what guides us. As a strategy-first agency, our thoughtful customized solutions will maximize impact, streamline expenses and attain an impressive return on investment. Working with us will allow you to achieve your strategic goals at an aggressive pace and expedite growth.

ALL POTENTIAL EMPLOYEES ARE EVALUATED WITHOUT REGARD TO RACE, COLOR, RELIGION, GENDER, NATIONAL ORIGIN, AGE, MARITAL OR VETERAN STATUS, THE PRESENCE OF A NON-JOB RELATED HANDICAP OR ANY OTHER LEGALLY PROTECTED STATUS.