



March 2023

Client Support Coordinator

AKA Web/Marketing Coordinator, Digital Marketing Assistant, Marketing Operations Assistant, Project Support Specialist, Client Support Specialist

TBH Creative's Client Support Coordinator is responsible for handling a variety of support tasks. The coordinator will have responsibilities in web and marketing production and other support tasks for clients and TBH Creative, client training activities, and administrative support needs.

The coordinator will be responsible for the management and completion of all tasks coming into the client maintenance queue.

You'll work closely with the team to support the completion of projects. Typical tasks include building web pages or other campaign assets, executing small support needs, reporting data entry, social media planning and posting. You will also train clients on how to utilize the software for their in-house marketing needs.

You are self-managed and like learning new things.

3 years of marketing experience required

Full-time on-site

Part-time would also be considered

Competitive salary	Paid time off	Health insurance coverage	Bonus plans	Technology stipend
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Is this you? Please read on and if you meet our requirements, send your resume and an impressive sample of your work our way.

The role and responsibilities

Administrative tasks

- Handle office support tasks, e.g. answering the phone, office supply runs, office organization, and errands
- Put together and send launch gifts for client launches as directed
- Assist with project approval form creation and tracking
- Keep TBH knowledge base up to date and current
- Assist with team gathering preparation including; facilitating lunch orders, locations, activities, supplies, and snacks
- Assist with coordinating employee celebrations (birthdays, anniversaries)
- Provide administrative support to President and Founder as requested
- Perform and manage recurring tasks administrative tasks, e.g. link checking, birthday cards, mileage

Client support

- Own and manage the ongoing maintenance queue and needs of clients
- Communicate with TBH Creative team members on the execution of maintenance needs that are beyond your ability to execute
- Clearly communicate with the client for clarification, additional notes, and task completion
- Execute website page production projects as assigned by the VP of Operations
- Schedule and post organic social posts for clients as needed
- Assist with other specified production tasks as needed, e.g. content template creation, page-by-page XLS sheets, online directory production, photography project transfer
- Set up landing pages and emails
- Execute website testing including running site scans, link checkers, and speed tests
- Crop and optimize photos for websites
- Social media campaign budget checking
- Data entry on templated reporting shells monthly/quarterly
- Execute technical SEO work and draft reports
- Work with Lead Developer to test and communicate successful plugin updates.

TBH Creative marketing support

- Execute scheduling of social media and blog posts
- Draft monthly emails in collaboration with Content Strategist and President.
- Assist with other specified marketing or web production tasks as assigned
- Write two blog posts per month. Topics to be approved by President and Founder or Marketing & Content Specialist.
- Collaborate with Marketing & Content Specialist on social media, blog, and email creation for TBH Creative brand. Including scheduling, production and tracking metrics.

Must-have skills and attributes

- 3 years of general marketing experience
- Strong attention to detail
- Ability to juggle multiple tasks at a time and meet deadlines
- Effective, open, and friendly communication
- Positive attitude
- Ability to take feedback and track personal progress for ongoing learning and improvement
- Basic HTML skills/understanding
- Website production experience
- Basic photo editing experience

Nice-to-haves

- Experience using the Adobe Suite
- HubSpot software experience
- WordPress experience
- Web/blog/marketing content writing skills
- Experience with social media ad management and content creation
- Understanding of search engine optimization

You'll love this role if ...

- You are a go-getter, set and track goals for yourself, and want opportunities to grow with a company
- You can tell the difference between good marketing and great marketing—you want to be part of a team doing great marketing that gets results for clients
- You are organized and detail-oriented (do you love *The Home Edit*?)
- You want to learn and improve; you ask for constructive feedback and grow from it
- You're hungry for growth, a self-starter, and motivated to do what it takes to be successful
- You understand the difference between working at a small business vs large corporation, and you feel like working at a small company is where you can thrive and be seen

About TBH Creative

TBH Creative is a purpose-driven and award-winning web design and inbound marketing agency. We have been breaking down complex web and marketing problems since 2004.

We value each TBH Creative teammate as an impact player, believe in clear communication, high standards of excellence, and delivering custom solutions that show results for our clients.

But beyond those ideals, what really drives the heart of our business is helping our clients achieve more with digital marketing and design than they ever thought possible.

HubSpot Certified Agency	Top Woman Owned Business in 2022 Clutch certified	Best B2B Service Providers Clutch research top 1000	A+ BBB Rating
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Our mission is to deliver strategic marketing and website services to companies seeking a long-term partner to reach their business goals.



More about us...

- **We are organized and agile-minded.** We are keen on project management, ever-honing practices, processes, and tools to stay on point and efficient.
- **Our team is one of recognition and fun.** From company-wide shoutouts to our ever-accessible Teams workspace, we're constantly collaborating and celebrating together.
- **We like to give back.** Each year, we select an organization that serves our community—we dedicate our time, resources, and talent to them. We believe that making time to volunteer and give back matters.
- **Professional development is prioritized.** We learn from experts, community leaders, and each other constantly. From master classes and workshops to daily conversations, we're always learning and growing.

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