

Services Coordinator | Job Description

Are you a driven high achiever who loves to be challenged, thrives in an environment of frequent change, effectively manages multiple / diverse workstreams, enjoys partnering with clients and internal teams, and is obsessed with details and continuous improvement? If so, keep reading.

Authentic Brand is a thriving community of senior-level marketing leaders and staff members who are helping great businesses attain next-level growth through Marketing Traction™ Methodology and Fractional CMO services. Founded in 2017, Authentic Brand has quickly built a reputation for results and deep, trusted relationships.

Our Client Services organization is central to the quality, success, retention, and satisfaction of our Fractional CMO community / team members and our clients. We cannot achieve this without excellence in every detail of our team and client relationships, communication, and coordination.

The **Services Coordinator** is a crucial member of the Client Services team, collaborating at the center of internal and external relationships to keep our community and client engagements running smoothly.

Because Authentic Brand is a growing organization, every member of the team “wears multiple hats”, which frequently change shape and size. It is essential that the candidate for the Services Coordinator role is someone who enjoys and appreciates an environment where change is the norm, and where every team member has an opportunity to play a highly influential role in making our business better, more profitable, more efficient, and an increasingly great place to work.

Services Coordinator Job Details:

- Reports to head of Client Services Director
- Role is Full-Time, Salaried (Exempt)
- Based in Edina, MN
- Monday - Friday, Standard Office Hours



Requirements for the Role:

- Bachelor's Degree or equivalent (Business, Communications, Marketing, Related)
- 2-5 years of professional experience in relevant roles
- Proficiency in technologies including: Microsoft Office, GSuite, Email, Social
- Able to quickly learn other key technologies for role, including: Zoom, Basecamp, Copper (CRM), RingCentral, and other as required
- Excellent writing skills with professional tone and accuracy (spelling, grammar, punctuation, etc.)
- Confident, articulate, and poised presentation and public speaking skills: able to lead a meeting, presentation or program in collaboration with Authentic Brand leaders, Fractional CMO team members, executive clients, partners, vendors
- Embodies Authentic Brand's values: Authenticity, Wisdom, Humility, Passion, Generosity

Attributes of the Ideal Candidate:

- Natural self-starter and problem-solver. Proactive in identifying issues / opportunities, and recommending / implementing solutions
- Obsessed with details: accurately overseeing process, schedules, communications, deadlines, deliverables
- Positive, collaborative, and optimistic attitude; wants to see everyone win
- Seeks opportunities to take on increasing responsibility and ready to go the extra mile
- Cares deeply: desires to be a major contributor to the growth and success of Authentic Brand, its team members, and its clients

Primary Responsibilities Include:

- Overall process, program, and client services meeting and event coordination for both internal and external audiences
- Supporting all core client services processes and programs
- File management: collect, organize, and maintain documentation
- Organize projects and communication through Basecamp
- Manage agenda, speaker coordination, setup, logistics, and follow-up for monthly live Peer Group meeting and monthly Learning Event webinar.
- Client engagement setup & management: communication, scheduling, documents and workflow
- Prepare workshop materials, coordinate, attend, and scribe notes
- Two Or More (community service event platform): Assist with partnerships, sponsorships, and event strategy, planning, and logistics

Secondary Responsibilities Include:

- Executive / Administrative Support
- Executive calendar support / scheduling
- Office operations support
- Marketing support (editorial / proofing, event logistics)
- Technology support (system review / administration)

TO APPLY: Send resume to careers@authenticbrand.com