



P R E M I E R M E D I A G R O U P

Job Title: Client Services Coordinator and Administrative Assistant (full time)

Hiring Organization: Premier Media Group

Location: Tacoma, WA

Compensation: Full time plus benefits

Are you looking to be in Customer Service and Marketing where you can take initiative and use your expertise to support the marketing, events, and publication efforts of a locally owned and managed business? Premier Media Group publishes award winning South Sound, 425 and 425 Business magazines in-house since 2001.

Qualifications:

- 1) Education: Some College preferred.
- 2) Experience: 2 years in same or job-related field
- 3) Licenses: Valid State of Washington driver's license.
- 4) Proficiency: Competent in MS Office products, and social media applications.
- 5) Physical Requirements: Office housekeeping, set-up and take down for events, carry magazine cases. (15 lbs to 25 lbs)

General Responsibilities:

This is a customer service and administrative assistant position that answers inquiries and obtains information for general public, subscribers, readers, vendors, Premier Media Group (PMG) staff and all other interested parties while working in a creative and innovative environment.

Specific Duties:

- 1) Customer Service
 - a. Provide excellent customer service to clients and staff in person, through email and over the phone.
 - b. Perform administrative support tasks such as distribute, send and organize mail, ordering and organizing office supplies, scheduling maintenance appointments, conference room scheduling and maintaining cleanliness of the office.
 - c. Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
 - d. Operate multi-line phone system, screen and forward calls, provide information, & take messages.
 - e. Listen and resolve conflicts from customers and public.
 - f. Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.
 - g. Assists Marketing Director and Publisher in day-to-day duties.

- 2) Circulation Organization
 - a. Manage subscription database, send bills and renewals using Magazine Manager
- 3) Customer Relationship Management
 - a. Coordinate charitable giving through creating baskets and gift certificates for local organizations
 - b. Master online CRM software Magazine Manager: data entry, task tracking, reporting, and analysis. Provide training support for Magazine Manager.
 - c. Register Marketing Director for industry-related organizations and events
- 4) Marketing Events
 - a. Assist Marketing Director in planning creative marketing events to reach targeted audiences
 - b. Obtain information for invitations and event correspondence
 - c. Track ticket sales and attendee registration support on-site at events
 - d. Provide reports on effectiveness and cost of events
- 5) Online Presence
 - a. Maintain event website by managing text and photo content
 - b. Manage online invitations, webpages
- 6) Meetings and Reports
 - a. Organize meetings
 - b. Create and distribute reports
 - c. File and maintain records.
 - d. Provide weekly sales reports and year-to-date sales reports
- 7) Internal Marketing
 - a. Create and coordinate the celebration of birthdays and special events for staff
 - b. Engaging Social media platforms
- 8) Perform other duties as directed by Publisher or Marketing Director.
- 9) Production
 - a. Point person for all communication with clients and design department about artwork and ads within all magazines published by Premier Media Group for print, web or e-newsletter advertising.
 - b. Sends reminders based on production schedule for e-newsletters, web ads, materials deadlines and camera-ready deadlines.
 - c. Collects and manages all artwork and camera-ready ads from advertisers.
 - d. Verifies specs and resolution of ads and communicates with client if changes are needed.
 - e. Works with designer and client to construct ads being designed in house.
 - f. Verifies all ads are correct and in magazine before magazine goes to press.
 - g. Reviews final PDFs with production team before the magazine goes to press.
 - h. Uploads and updates ads and resource list on all PMG websites.

Send cover letter and resume to kristy@premiermedia.net.