

Client Coordinator

Position at Kinesis

Letter from Kinesis CEO, Shawn Busse:



Do you love helping others succeed? Are you excited when your team wins, and you've played a key role, even if behind the scenes? If so, read on!

Kinesis is looking for an early-career, can-do, go-getter to join our fast-growing team. The primary role for this position is to help our experienced team-members become more efficient and to eliminate friction in our day-to-day lives.

The Client Coordinator (CC) is a facilitator. You'll help clients engage with Kinesis on a regular basis, ensuring that meetings are set, people are prepared, and all the pieces are in place for a fantastic experience.

A person in this role may not have extensive marketing experience, but does have a track-record of success and at least 2 years of experience in professional services. He or she thrives on to-do lists, completing tasks ahead of time, and a fast-paced style of work. The ideal Kinesian is also growth and career-oriented and relishes the opportunity to start on the ground floor with no limits to how far they can go.

The world is filled with folks looking for a "job" – those people won't be a fit for Kinesis. However, if you're part of that rare 10% that is driven, loves to work with people, and is organized for success, Kinesis could be the place for you." If you can answer, "Yes!" to the following questions, you're one of us:

- Do you enjoy working in a collaborative environment where you can execute on top-notch ideas?
- Are you a planner and love the details?
- Do you want to work with team members who don't have your inherent organizational skills? Can you keep them inspired and motivated?
- Are you happiest when you finish the day by crossing everything off the list?
- Do you operate at a fast pace and get a thrill out of multi-tasking?
- Do you have clear, concise, and friendly writing skills with a high level of accuracy in grammar, spelling, and punctuation?
- Do people smile when they read your emails?
- Can you fluidly move from talking to clients to writing emails to collaborating with team members?
- Are you consistently looking for a better way to improve a process? And, once you've found that improvement, can you TRULY execute it time and time again?
- Are you looking to work at a firm that's unlike any other?



A handwritten signature in black ink, appearing to read 'S Busse', written in a cursive style.

Shawn Busse, CEO at Kinesis

About Kinesis

Recently nominated as one of the top-5 most innovative small businesses in the region, Kinesis prides itself on thinking big and providing its employees with limitless opportunity. And we're growing...fast. 2014 marked our 3rd consecutive appearance in the Portland Business Journal's Top 100 Fastest Growing Private Companies, and our growth has made room for an incredible new office in NW Portland. We're an inspired team of creative, purpose-driven marketers that love small business and what it can accomplish.

[See more of the Kinesis Culture on Facebook!](#)



Live the Kinesis Values

Kinesis team members strive to live our core values every day. We don't just give lip-service to them or have them posted on some wall that nobody reads. We live, breathe, and believe in our core tenants. For the Team Leader position, this is what's expected:

Think Big:

"Outside the box" may be a tired cliché, but at Kinesis, we expect our Team Leaders to approach every problem with the question, "What if?" Our clients look to us for guidance in standing out in their industry. We've won plenty of awards – but what we care about most is when our clients say, "Wow!"

Build to Last:

Trends are for other agencies. We want to build our clients' businesses to stand the test of time. Work done by you and your team is built with exacting care, attention to detail, and an emphasis on long-term success. Think of your projects as furniture: most agencies build with particleboard and glue. At Kinesis, you work with hardwood every time.

Share the Good:

Your mother, your teachers, and Dr. Seuss all know this truth – sharing is a good thing. The Kinesis office fosters collaboration and the exchange of ideas (no cubicles and headphones here!). Your fundamental “win-win” attitude fits right in. You strive to bring good ideas to our clients, to our coworkers, and to the community around us.

Do the Right Thing:

At the end of the day, it all boils down to integrity. Make a mistake? Own it, fix it, and try not to do it again. Apologize if necessary and try not to repeat.

Qualifications

The job in a nutshell: This position is an ideal opportunity for an early-career professional to enter the world of project and team management in the marketing field. You'll get top-notch mentorship and guidance, working with a group of seasoned professionals. While the duties of the job are diverse, the most important thing you bring is an attitude of, “How can I help?!” This role is about supporting the Kinesis team and clients in any way possible – their success is your success!

Reports to: Execution Team Leader

At Kinesis, core values, abilities, and a demonstrable track record of success are more important to us than direct experience. That being said, an ideal candidate would have the following skills and responsibilities:

PROJECT ASSISTANCE

- Assist team members with client projects.
- Open and close projects in Kinesis system.
- Assist team with vendor coordination, including gathering estimates and print production.
- Photography planning, coordination and scheduling.

CLIENT COORDINATION

- Manage the kick-off and onboarding of new clients.
- Track and coordinate client semi-annual and annual strategic planning sessions.
- Coordinate meeting logistics: scheduling, room reservation, set-up/clean-up, agendas, etc.
- Attend client meetings and take notes on an as needed basis.

KINESIS MARKETING

- Track and coordinate Kinesis marketing blueprint and strategic planning sessions.
- Monitor and manage Kinesis marketing, editorial, and sales projects.
- Track and coordinate awards submittals and networking opportunities.
- Base (CRM) system updates / upkeep.
- Assist Co-Founder Wendy Maynard with her Book coordination and marketing plan.

CLIENT HAPPINESS

- Head up client appreciation initiatives: maintain client touch calendar, identify and order gifts, coordinate delivery.
- Organize Kinesis team activities.
- Head up employee appreciation initiatives: birthdays, anniversaries, work wins, and personal accomplishments.
- Coordinate internal Lunch & Learns and other professional development opportunities.
- Prospect assistance: handwritten notes, follow-up gifts.

OFFICE MANAGEMENT

- Coordinate registration to events, subscriptions to publications.
- Maintain and organize Kinesis server files.
- Maintain and organize Kinesis contacts, mailing lists, password files.
- Coordinate Kinesis internal meetings.
- Office coordination: supplies, shipping, groceries, etc.
- Manage office building needs (supplies, maintenance, furniture).
- Troubleshoot equipment or program related problems.

BILLING / HR

- Coordinate with bookkeeper at beginning and end of month for billing updates
- Handle the deposit process.
- Manage vendor invoices.
- Assist with new hire coordination and onboarding.
- Assist with job applications: responding to requests / applicants.
- Assist CEO with administrative tasks as needed
- Assist with new client and vendor contracts.
- Build upon the Kinesis Guidebook for ongoing documentation.

SUCCESS METRICS

- Personal Utilization: 25% → 40% → 50% → 55%