

## **S P E C S:**

Role: Client Service Coordinator  
Salary: \$35,000 - \$40,000  
Type: Full Time  
Core Values: Accountable. Innovative. Fun.  
Apply To: [michelle@callbam.ca](mailto:michelle@callbam.ca)

## **THIS IS YOU:**

You're a proficient coordinator with direct industry (new home builder, real estate, marketing or advertising) experience assisting top-level managers on multi-level campaigns and projects. You're motivated to deliver on expectation at the drop of a hat, and your problem solving skills are top notch. You're ambitious, passionate, resourceful, and organized and confident under extreme pressure...proving you have what it takes.

## **THIS IS THE ROLE:**

As a Client Service Coordinator, you are responsible for supporting the objectives of the department, assisting Client Service Managers with project execution and performing routine departmental and general office administrative functions. **This role involves ongoing collaboration to ensure directives are conveyed clearly, timely and accurately, while helping Client Service Manager manage internal and external expectations.**

### ( A ) PROJECT EXECUTION consists of:

1. Assisting with all aspects of project execution including monitoring and updating key project deadlines
2. Monitoring, updating & maintaining key planning documents (Critical Path, Communications Plans, etc.)
3. Monitoring, updating & maintaining Competitive Reports and Sales & Traffic Projections (as required)
4. Coordinating & collecting collateral for product renderings; acting as liaison with the supplier
5. Coordinating the deployment of email marketing campaigns
6. Coordinating requirements for signage (Design, Permitting, Fabrication, Installation, etc.)
7. Creating Cost Estimates & Work Orders
8. Managing registrant database(s)
9. Client communication (ONLY when directed by the Client Service Manager and/or President)
10. Attending Sales Centre / Model Home openings, and events (as required)
11. Other duties as assigned

### ( B ) ADMINISTRATIVE FUNCTIONS consists of:

1. Scheduling meetings, booking meeting rooms & managing boardroom logistics
2. Document management & distribution; preparing correspondence, spreadsheets and/or presentation material (Agenda, Minutes, Sales Reports, Vision Boards, etc.)
3. Maintaining client binders
4. Collecting relevant collateral for billing purposes
5. Conducting research (as required)
6. Proofreading (Website content, eBlast content, Copy, etc.)
7. Invoicing & Filing
8. Other duties as assigned

### ( C ) GENERAL OFFICE ADMINISTRATION consists of:

1. Answering phones & directing calls to appropriate staff
2. Greeting and/or directing visitors
3. Mail & courier distribution and coordination
4. Maintaining current library of collateral

## **THESE ARE YOUR SKILLS:**

- Degree in Marketing, Business or Communications
- 1-2 years of related practical experience
- Desire to work in a fast paced, deadline driven environment
- Superior verbal & written communication skills
- Superior time management and organizational skills
- Demonstrated working knowledge of Excel, Word, PowerPoint and Adobe Acrobat
- Ability to thrive on juggling multiple projects, tasks and deadlines
- Attention to detail

## **THE PERKS OF WORKING AT BAM:**

- Competitive salaries
- Flexible hours
- Free parking
- Easy access to transit/major highways
- Casual dress code
- Open-concept office
- Complimentary coffee bar
- Weekly office/team Lunch
- Friday 'Happy Hour' mixer
- Health Spending Account
- Pets are welcome?

