CRAWFORD

ACCOUNT COORDINATOR

Location: On-site with monthly remote days (Greenville, SC)
Schedule: Full-time
Department: Client Relations
Reports to: Account Director

JOB OVERVIEW

The Account Coordinator is an entry-level member of Crawford's Client Relations team, supporting the day-to-day management of client accounts while building the skills and experience needed to grow into an Account Executive role.

Working closely with Client Relations and other agency teams, the Account Coordinator helps keep projects organized, communication moving and details on track. This role is ideal for someone who is highly organized, proactive and eager to learn the ins and outs of client service and agency life.

KEY DUTIES & RESPONSIBILITIES

- Support the Client Relations team in the day-to-day management of assigned client accounts, helping keep projects, communication and deliverables moving forward.
- Assist with client communications, meeting coordination, agendas, notes and recaps, schedules, status updates and other account needs.
- Coordinate internal workflows across agency departments and help ensure team members have the information and resources needed to move projects forward.
- Set up and maintain projects in project management platform, including schedules, tasks, deadlines and project documentation.
- Maintain accurate and organized records of past, current and upcoming work for assigned accounts.
- Track project timelines and deadlines, proactively flagging potential challenges, delays or changing needs to the appropriate team members.
- Develop an understanding of approved project scopes and budgets and help identify out-of-scope needs and additional opportunities.
- Review work with an awareness of Crawford's quality standards and client brand guidelines.
- Coordinate with vendors as needed to support client projects.
- Conduct competitive, industry or other research to support client and agency needs.
- Complete internal administrative responsibilities in a timely and accurate manner.
- Represent Crawford professionally at client meetings, industry events and community functions as appropriate.

REQUIREMENTS

- 4-year college degree in marketing, communication, or related field; prior experience and/or internships in the marketing industry is a plus
- Superior attention to detail with strong communication and organizational skills
- Ability to think quickly and manage multiple projects/clients simultaneously

- Exhibits flexibility and calm under pressure, with the ability to shift directions seamlessly and move into problem-solving mode whenever challenges arise
- Highly motivated self-starter who takes direction well, but can also work independently
- Proficient in M365 suite
- Demonstrates Crawford core values of will to win, excellence, dependability, curiosity, and respect.

Please submit resumes to Sydney Parrish (sydney@crawford.agency).